

Federal Parent Locator Service

National Interstate Case Reconciliation (ICR)

User Guide

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SECTION 1.0

HOW THIS USER GUIDE CAN HELP YOU

Read this guide for help in how to reconcile cases using the results from the national Interstate Case Reconciliation (ICR). Remember what is offered within this guide are **suggestions**, not mandates or policy statements from the Federal Office of Child Support Enforcement (OCSE), on how to handle your interstate case data.

This section of the User Guide identifies which users could benefit from reading this guide, and outlines how the guide is structured.

1.1 Who Should Read this User Guide

This guide provides valuable tips and tools on how to use ICR data results. You can look at this guide as a “survivor’s guide” because it suggests ways to automate the handling of ICR results as much as possible and alleviate the manual workload burden. A recurring theme of this User Guide is to “**automate, automate!**” whenever possible.


The following are targeted users whom this guide is directed to help:

- **Decision Maker and/or Manager** - This guide can help you plan your state’s reconciliation efforts. This includes determining how to manage the large amount of information being returned to your state by focusing on the most important tasks first. This also includes determining the extent to which automation can be used to accomplish reconciliation tasks. Management Information reports, provided as part of ICR, can be used to guide your decision about which other state caseloads you want to reconcile first.
- **Caseworker or Central Registry Worker** - This guide helps you understand how the ICR process works and what the results generated about your cases mean. Points you should consider, if you are asked to reconcile some of the discrepancies manually, are provided.
- **Programmer** - This guide provides you with suggestions on how to automate the handing of ICR response files. In addition to automation suggestions, which are provided throughout the guide, an example of an Interstate Reconciliation Report (IRR) is provided for your review. You can generate this report, which is a printout of your state’s ICR results file, by using an ICR print program sent to your state by OCSE as a tool for state use. This report helps display responses in a logical sequence and would be helpful for caseworkers or Central Registry workers to use when undertaking manual case reconciliation follow-up actions.

1.2 How this Guide is Structured

This User Guide is structured to emphasize how you should prioritize the results generated by the ICR matching process. Examples of why different errors have occurred are provided, with suggestions on completing case reconciliation actions within your state.

Look at the following sections of this User Guide for help in reconciling your interstate cases. The following sections of this User Guide contain:

- **Section 2.0: How the ICR Fits into Interstate Communication** – This section explains how the ICR is one of OCSE’s many efforts to foster effective interstate communication.
- **Section 3.0: Importance of Case IDs** – This section describes some of the actions taken in preparation for the ICR, and emphasizes the importance of states using the same case ID for all interstate communication. This section also includes information on the importance of maintaining correct case IDs after reconciliation efforts have been completed.
- **Section 4.0: How the ICR Works** – This section provides a brief explanation of the ICR matching process and what information is sent to you. It introduces ICR Reason Codes. These codes identify where discrepancies were found between your cases and other states’ cases, as well as where case data matched.
- **Section 5.0: How to Prioritize Your ICR Workload** – This section divides the Reason Codes into three levels of priority for reconciliation. This prioritization helps you tackle the reconciliation work before you and highlights which actions should be taken first to maximize the return on your investment of time, energy, and resources. This section also explains how you may receive more than one Reason Code for a mismatch between your data and another state’s data, and how the different Reason Codes relate to each other.
- **Sections 6.0 through 12.0** – These sections describe each Reason Code in detail. Included in each section is a diagram that provides an example of why a specific Reason Code might be returned. Suggestions for reconciling each Reason Code are provided in the form of “Hot Tips.” The symbol  designates these tips. Points for manual reconciliation also are presented.
- **Section 13.0: Interstate Reconciliation Report** – This section explains the report you can generate using the print program provided to your state by OCSE. The report is an actual printout of the data contained in your ICR results file. This report can be a valuable tool in managing your state’s reconciliation workload. Since ICR matching is done at the person level, this report helps you see how individual person-based ICR responses work together to give you the total picture of a presumed interstate case.
- **Section 14.0: Management Information Reports** – This section describes three Management Information reports that are part of the ICR. These reports summarize the

information your state has received from matches with all other states, and are useful for prioritizing your state's reconciliation efforts.

- **Appendix A: ICR Reconciliation Matching Results, File Record Format** – This appendix provides the record layout for the ICR results file. The record format shows exactly what data were used and sorted in the ICR matching process at OCSE.

The next section explains how the ICR plays a pivotal role in interstate and intergovernmental communication to ensure that families are served as effectively as possible.

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SECTION 2.0

HOW THE ICR FITS INTO INTERSTATE COMMUNICATION

This section puts the Interstate Case Reconciliation (ICR) within the context of improving interstate and intergovernmental communications. Overall goals for improving interstate communication are presented, as well as the goals of the national ICR, and how the ICR is a first step towards achieving better interstate communication.

2.1 Goals for Improving Interstate Communication

The ICR is one piece of OCSE's overarching goals of improving services to families and achieving reliable and on-going sources of income for families served by the child support program. In order to achieve these overall goals OCSE has identified operational goals that seek to improve communication across the continuum of interstate case activities. These operational goals include:

- Use of the same case IDs across all interstate processes,
- Exchange of information in commonly understood terms,
- Determination of responsibility for providing interstate services, and
- Sharing of payment information.

OCSE's vision for the future of interstate case processing includes collaborating with states to enhance the current tools used in interstate communication. In particular, OCSE has identified the need to collaborate with states on:

- Identification of both interstate case processing issues and possibilities,
- Consideration of a variety of tools, especially automated tools, to improve interstate communication, and
- Development of a "roadmap" to incrementally achieve better interstate and intergovernmental communication through coordinated state and national efforts.

Current activities undertaken by OCSE with the states include efforts to:

- Standardize and clarify interstate terms and definitions,
- Improve the accuracy of interstate case data,
- Identify ways to most efficiently and effectively work interstate cases,
- Streamline processes in order to better promote electronic communication through the Federal Case Registry (FCR), the Child Support Enforcement Network (CSENet), electronic funds transfer (EFT/EDI), and
- Assist states in determining controlling orders and reconciling arrears.

Ongoing analysis and coordination efforts pave the way to a future of interstate case processing that offers the most efficient and effective way to serve families with interstate cases and ensure ongoing and reliable sources of income for all families served by the child support program.

2.2 Goals and Objectives of the National ICR

The objectives of the national ICR, in support of its primary goal to improve service to families involved in interstate cases, are to:

- Synchronize interstate caseloads,
- Establish clear accountability for interstate case processing,
- Improve electronic communication among states, and
- Establish accurate state and national baselines of interstate cases.

The ICR provides your state with results derived by comparing your state's interstate cases with other states' interstate cases. Compared state caseloads include both open and closed cases. The matching results show whether the data maintained on your state's system for each interstate case are accurate, or whether discrepancies exist. If discrepancies exist, you receive corrected data or sufficient information that allows you to evaluate the next appropriate action to resolve each discrepancy.

A major outcome for the ICR is to provide each state with correct case identifiers (case IDs) for the other states with which interstate cases are shared. If the case ID you have for another state is different than the case ID used by the other state, the ICR identifies the discrepancy and provides you with the correct case ID that should be used for interstate communication. This is the most significant benefit of the ICR.

2.3 How the ICR is a First Step

The national ICR offers an important first step by reconciling interstate cases and, as stated above, by providing correct other state case IDs. As part of the ICR effort, case IDs were analyzed to evaluate what states were using as a case ID in all forms of external communication. This initial analysis, which was a collaborative OCSE/state effort to address case ID inconsistencies, has led the way to standardizing how each state consistently uses its case IDs for interstate and intergovernmental communication. The standardization of case IDs establishes a foundation for better communication to occur among the states, and facilitates ongoing synchronization of interstate cases. Existing methods of electronic interstate communication, such as the FCR, CSENet, and EFT/EDI, are dependent upon states maintaining correct other state case IDs for their interstate cases.

The next section of the User Guide discusses the importance of standardizing case IDs in more detail.

SECTION 3.0

IMPORTANCE OF CASE IDs

This section stresses the importance of each state using standardized case IDs across all lines of interstate and intergovernmental communication. Suggestions are provided as to how you can maintain the integrity of correct case IDs in your state system. A matrix also is provided in this section that shows what each state's standardized case ID looks like, so that all other states know what to expect in the ICR matching results.

3.1 Why Standardized Case IDs are Important

In preparation for ICR, much attention was paid to each state's case IDs, since accurate case IDs are key to effective interstate communication. OCSE performed an initial analysis with all of the states to determine if they consistently use the same case ID for all external communications with each other and with how they registered their cases on the FCR. The analysis found that the majority of states consistently use the same case ID across the FCR, CSENet, and EFT/EDI, but that some states did use different case IDs for different modes of communication.

These case ID inconsistencies placed an undue (and, oftentimes, an unexpected) burden on other states. For example, a state might receive a case ID for another state through a proactive match generated by the FCR, a different variation might come from the same other state in a CSENet transaction; and yet a third variation might be specified by that same other state as to what should be sent to that state in incoming EFT/EDI transmissions.

3.2 Case ID Analysis

One of the immediate things noticed at the beginning of the case ID analysis, was that the term 'case number' is a misnomer for how states identify their IV-D cases. Many states use alpha characters as well as numbers to identify cases within their state systems. Case ID is much more the appropriate term to describe the unique identifier each state uses to differentiate between cases. Case ID is the term used throughout this User Guide.

Once this standard terminology was adopted, the case ID analysis effort sought to determine if states were reporting the same case IDs to the FCR as they were using in CSENet transactions, and as they were expecting to receive in EFT/EDI transmissions.

State staff were asked to describe their case IDs and provide examples. These examples were compared to case IDs provided on test files submitted by each state in preparation for the ICR. The case IDs submitted on the ICR test file were then compared to the case IDs each state uses when submitting cases to the FCR.

Some discrepancies were noted, which often involved the length of the case ID and/or the absence or presence of leading zeros. For example, a state might have described its case ID as an 8-character field (12345678), which was what was submitted on its ICR test file, but the state's case ID on the FCR might contain 15 characters (000000012345678). These discrepancies usually stemmed from a misunderstanding of FCR reporting requirements. For instance, some states misinterpreted the 15-character FCR Case ID field as being numeric, not alphanumeric, and thought they had to put leading zeroes in front of their case IDs to "fill up" the entire field, rather than using trailing spaces behind their real case IDs. Conversely, for some states, leading zeroes are integral to their case IDs; and discrepancies arose when these integral leading zeroes were dropped.

In addition to the comparison between the ICR test files and the FCR, what states used when sending transactions via CSENet, and what states expected on incoming EFT/EDI transmissions, were compared. Here, additional case ID discrepancies were found. The problems within CSENet centered primarily on inconsistencies in the use of leading zeroes, and other variations in case IDs. The problems within EFT/EDI centered on how several states required a different ID (e.g., Member ID or EFT PIN) to be sent to their State Disbursement Unit (SDU) when support payments were forwarded via EFT/EDI.

3.3 Case ID Analysis Results

OCSE notified states that had various case ID inconsistencies and asked them to decide what their case ID should look like for purposes of **all** external communication. Seven states chose to change the format they used for reporting case IDs to the FCR, and eight states chose to change the format of their case IDs on CSENet transactions. (Note: Between these two groups, three states decided to change both their FCR and CSENet case IDs.)

The notified states agreed to modify their FCR and CSENet programming to use a standard case ID by certain dates, which were published for other states to anticipate. In an effort to facilitate the changes to cases already resident on the FCR, OCSE made mass case ID changes for the seven states over the weekend of April 3, 2004. OCSE performed requisite data quality checks on the mass case ID corrections, and issued a mass email to the states on April 5, 2004, to provide information on all of the case ID changes that were made, and to specify the volume of case ID changes each state should anticipate through FCR proactive matching.

For states with EFT/EDI inconsistencies, changes have been made, or are in the making to ensure that other states can use the same case ID for purposes of sending EFT/EDI to them as the case ID they themselves use for the FCR, CSENet and ICR purposes.

States that could not make their case IDs consistent are not participating in the ICR.

3.4 What Case ID Standardization Means to You

Having one standardized case ID for each state's FCR, CSENet and EFT/EDI records greatly improves interstate communication in the following ways:

- You can communicate freely and quickly with another state about a case you have in common.
- You will not be constantly overlaying another state's case ID in your records based on the latest communication received from that other state (e.g., replacing the case ID received from an FCR-to-FCR proactive match with a different one received on a CSENet transaction).
- When you receive FCR proactive match information about a participant in your case, you will know the correct case ID for that participant's case in the other state.
- Incoming and outgoing CSENet transactions will not be dropped because the case ID is not recognizable.
- You will not be required to maintain two fields on your system, one for communicating case information and the other for sending EFT/EDI payments to another state.
- If another state develops on-line inquiry functionality via a web application, you will have the correct case IDs to view shared interstate cases.

With case ID formats standardized within each state, the benefits of reconciling interstate case data becomes much more reliable. The remaining sections of this guide suggest how to accomplish that task in the most effective and efficient ways possible. However, correcting critical interstate case information, such as other state case IDs, is only the first step in promoting effective interstate communication. In order to prevent future disconnects between your state and other states, you must maintain the integrity of case IDs on your state's system after the ICR.

3.5 Maintaining the Integrity of Case IDs

Once you have completed your reconciliation efforts, it is particularly important that you maintain correct case IDs throughout your state system and across all modes of interstate and intergovernmental communications. Here are several suggestions to help you maintain the integrity of both your own and other states' case IDs:

- Exercise caution whenever a manual means is allowed to update your state's, or another state's, case IDs. Refer to the standardized case ID established by your state and other states in the FCR/ICR Case ID Matrix at the end of this section. Consider using the FCR/ICR Case ID Matrix to verify changes before anyone enters anything manually onto your state system.
- Remember that another state's case ID may look much different than yours. For example, integral leading zeroes established in other states' case IDs must be carried over to how their case IDs are stored in your state system.
- Perform **automated** updates to where you store other state case IDs in your state system only from FCR proactive matches and from regular CSENet transactions. Note that the

LO1 CSENet transaction should **not** be used to automatically update another state's case ID. These transactions may contain case IDs that were uniquely generated for the LO1 transaction, and not for an interstate case. Ongoing efforts are addressing the standardization of case IDs on LO1 transactions.

- Other states' case IDs may be stored in various places in your state system. You must ensure that corrections are made to each module or screen, when authorized changes are made.
- Verify any case ID received on a UIFSA document. The case ID analysis effort was unable to verify that UIFSA documents display other state's case IDs in the same format as provided on the FCR/ICR Case ID Matrix. The matrix could serve as a verification reference for UIFSA case IDs.

Note that there are valid reasons to change other states' case IDs on your system. Some of these reasons are:

- A case ID may change from a temporary ID to a permanent ID. If the other state uses an NCP's SSN as its case ID, and the valid SSN is not known at the time of case establishment, a temporary case ID may be created using a pseudo-SSN. When the NCP's correct SSN is obtained, the case ID is changed to that corrected SSN. If the participant is registered on the FCR, a proactive match is sent; otherwise, another means of notification may be sent to your state.
- An incorrect case ID may have been assigned to a case in the other state. When the error is discovered, you may be informed of the corrected case ID via an FCR-to-FCR proactive match, a CSENet case ID change transaction, or a UIFSA document.

The FCR/ICR Case ID Matrix follows. It describes individual state conventions for displaying case IDs consistently in all interstate communications. This matrix helps you verify the correct case ID convention for any state prior to performing a manual update of your own or another state's case ID in your state system.

3.6 Case ID Matrix

The basic format specifications for sending case IDs to the ICR are the same as those being put into effect for the FCR and CSENet. The OCSE case ID specifications are:

- 15-character alphanumeric field (this does not mean your case ID must be 15 characters)
- Any alphabetic, numeric, or special character except for an asterisk ('*') or a backslash ('\')
- All alphabetic characters must be in uppercase
- Data field is left justified
- Case ID value may not begin with a space
- If the case ID value does not fill the entire field, the value is "right-padded" with spaces
- Case ID value may not be all zeroes ('000000000000000') or all spaces (' ').

Within this standard, states have adopted various conventions for the content and display of their case IDs. For each state, Figure 3-1 provides a description of its unique case ID convention. States not participating in the ICR are identified in the **FCR/ICR Case ID Example** column, as “Not participating in ICR at this time.”

**Figure 3-1
FCR/ICR Case ID Matrix**

State Code/Name	FCR/ICR Case ID Description	FCR/ICR Case ID Example
01/AL	Case IDs not standardized at this time	Not participating in ICR at this time.
02/AK	Description: 9 characters, includes integral leading zeros	004567897
04/AZ	Description: 12 characters, includes integral leading zeros	000000012300
05/AR	Description: 9 characters, includes integral leading zeros.	004564567
06/CA	Description: 13 characters, first 3 characters represent the California county code	0030301584306
08/CO	Description: 12 characters, first 11 are numbers, 12th is alpha	80002324442A
09/CT	Description: 6 numbers, then dash, then one or two numbers	871916-1
10/DE	Description: 6 characters, no leading zeros	298797
11/DC	Description: 6 numbers, then dash, then one or two numbers.	374413-1
12/FL	Description: 10 characters, includes integral leading zeros.	0123456778
13/GA	Description 9 characters, some with leading zeros	370012328
66/GU	Description 10 characters, 5 or 6 leading zeros followed by 5 or 4 significant numbers.	0000010123
15/HI	Description: 7-9 characters, no leading zeros	5821813
16/ID	Description: 6 characters, some with integral leading zeros	205005
17/IL	Description: 9 characters, ‘C’ followed by 8 numbers	C01509837
18/IN	Description: 10 characters, all numbers, includes integral leading zeros.	0001234567

State Code/Name	FCR/ICR Case ID Description	FCR/ICR Case ID Example
19/IA	Description: 7 characters, includes integral leading zeros.	0003471
20/KS	Description: 10 characters, all numbers, includes integral leading zeros	0000244344
21/KY	Description: 10 characters, includes integral leading zeros	0001688842
22/LA	Description: 11 characters, includes integral leading zeros	00171251801
23/ME	Description: 9 characters: 8 numbers, 1 alpha, no leading zeros	20111582P
24/MD	Description: 9 characters, may include leading zeros	910024284
25/MA	Description: 10 characters, includes integral leading zeros.	0003746947
26/MI	Case IDs not standardized at this time	Not participating in ICR at this time.
27/MN	Description: 12 characters, all numbers with integral leading zeros.	001458610001
28/MS	Description: 10 characters: nine numbers, tenth alpha, no leading zeros	600014153A
29/MO	Description: 8 characters, all numbers	51012613
30/MT	Description: 15 characters, includes integral leading zeros. MT consistently uses this field with appended AP/CP suffixes for all interstate communications.	0145777AP01CP01
31/NE	Description: 13 characters, always beginning with 'CA', no leading zeros	CA2CH4QYLE85X
32/NV	Description: 10 characters, nine numbers + one alpha	585083483A
33/NH	Description: 9 characters: 8 alphanumeric + "C", no leading zeros	KSL86837C
34/NJ	Description: 11 characters: "CS" + 8 numeric + 1 alpha, no leading zeros	CS71047867A
35/NM	Description: Up to 9 characters, does not include integral leading zeros.	10369
36/NY	Description: 9 characters: alpha-alpha-numeric-numeric-numeric-numeric-alpha-numeric, no leading zeros	BJ79705H2
37/NC	Description: 10 characters, includes integral leading zeros	0023456789
38/ND	Description: Maximum of 8 characters, no leading zeros	48030601

State Code/Name	FCR/ICR Case ID Description	FCR/ICR Case ID Example
39/OH	Description: 10 characters, all begin with 70, no leading zeros	7044027808
40/OK	Description: 12 characters, includes integral leading zeros	000468375001
41/OR	Description: 12 characters, first character is always 0, last 2 characters are always 41. Characters in between can be all numbers or a mixture of numbers and alpha characters	001009210741
42/PA	Description: 9 characters, may contain leading zeros	324106075
72/PR	Description: 15 characters with integral leading zeros.	000000000133563
44/RI	Description: 10 characters, may contain leading zeros	0394823884
45/SC	Description: 7 characters, includes integral leading zeros	0471695
46/SD	Description: 10 characters, nine numbers + one alpha, no leading zeros	265108013A
47/TN	Case IDs not standardized at this time	Not participating in ICR at this time.
48/TX	Description: 10 characters, most with leading zeros, some of the older case numbers have the alpha characters	99999892N1
49/UT	Description: 10 characters: 'C' followed by 9 numbers, no leading zeros	C000636011
50/VT	Description: 10 characters, may contain leading zeros	0097250172
51/VA	Description: 10 characters, includes integral leading zeros	0003224507
78/VI	Description: 7 characters, no leading zeros.	1004572
53/WA	Description: 10 characters, includes integral leading zeros	0001754773
54/WV	Description: 11 characters, may contain integral leading zeros	72901278802
55/WI	Description: 10 characters, includes integral leading zeros	0003690209
56/WY	Description: Maximum 9 characters	140652

You are encouraged to refer to this matrix prior to performing any manual update of other state case IDs (e.g., updating from a UIFSA form) to ensure the integrity of case IDs in your interstate

case. Remember, correct case IDs are central to getting and keeping interstate cases synchronized.

The next section of the User Guide describes how the national ICR works and what responses you receive from the ICR matching process. Pay particular attention to the Reason Codes that identify matches and mismatches; these are your keys to getting your interstate cases in sync.

SECTION 4.0

HOW THE ICR WORKS

This section provides an overview of how the national Interstate Case Reconciliation (ICR) works, including the basis for ICR matching, what the ICR Reason Codes mean, and how files are provided by states for the ICR process to work.

4.1 What is the Basis for ICR Matching

ICR matches case and participant data submitted by your state for all of your open and closed interstate cases against the case and participant data submitted by the other states participating in the national ICR.

First, the ICR process uses the state code (e.g., 02 = Alaska) and the case ID you have for the other state to try to find an interstate case that corresponds to your interstate case. Then, if the match routine finds a corresponding interstate case in the other state's ICR file, it checks for a match on county code, case status, and SSN or name for each participant on your interstate case.

If the case ID you have for the other state's case cannot identify a corresponding case, then the ICR process looks for a child in common between your case and a case in the other state's ICR file.

The match routine assigns Reason Codes to identify data discrepancies and to indicate the extent to which critical data match between your interstate case and the other state's interstate case. Results are returned for each person submitted on your interstate case.

4.2 What the ICR Reason Codes Mean

It is important that you familiarize yourself with what the returned ICR Reason Codes mean in order to understand what matched and what did not between your interstate case and a presumed interstate case in another state. These Reason Codes provide you with the ability to prioritize the discrepancies to be worked first. The ICR Reason Codes are:

- Reason Code 00 – Case Data Matched and this Participant Matched: **Success!** Your case data match and this participant matches with data provided by the other state. Check the NP and CP Indicators for additional data.
- Reason Code 01 – Could Not Find a Matching Case in the Other State: An interstate case could not be found in the other state with which you thought you had an interstate case.
- Reason Code 02 – Case ID Mismatch, Case Found by Matching a Child in Common: The other state's case ID you have is incorrect, but the correct case ID for the other state

has been found! **This is the easiest ICR result to automate!** You should start using the correct case ID provided by the other state as soon as possible so you can communicate effectively.

- Reason Code 03 - Incorrect County Code for the Other State: The county code you have for the child support office in the other state does not match the county code identified by that other state.
- Reason Code 04 – Your Case is Open, Matches to Closed Case in the Other State: Your case is open as an interstate case, but the interstate case in the other state is closed.
- Reason Code 05 – Your Case is Closed, Matches to Open Case in the Other State: Your case is closed as an interstate case, but the interstate case in the other state is open.
- Reason Code 06 – This Participant was Not Found in the Other State Case: This participant was not found in the other state’s case.

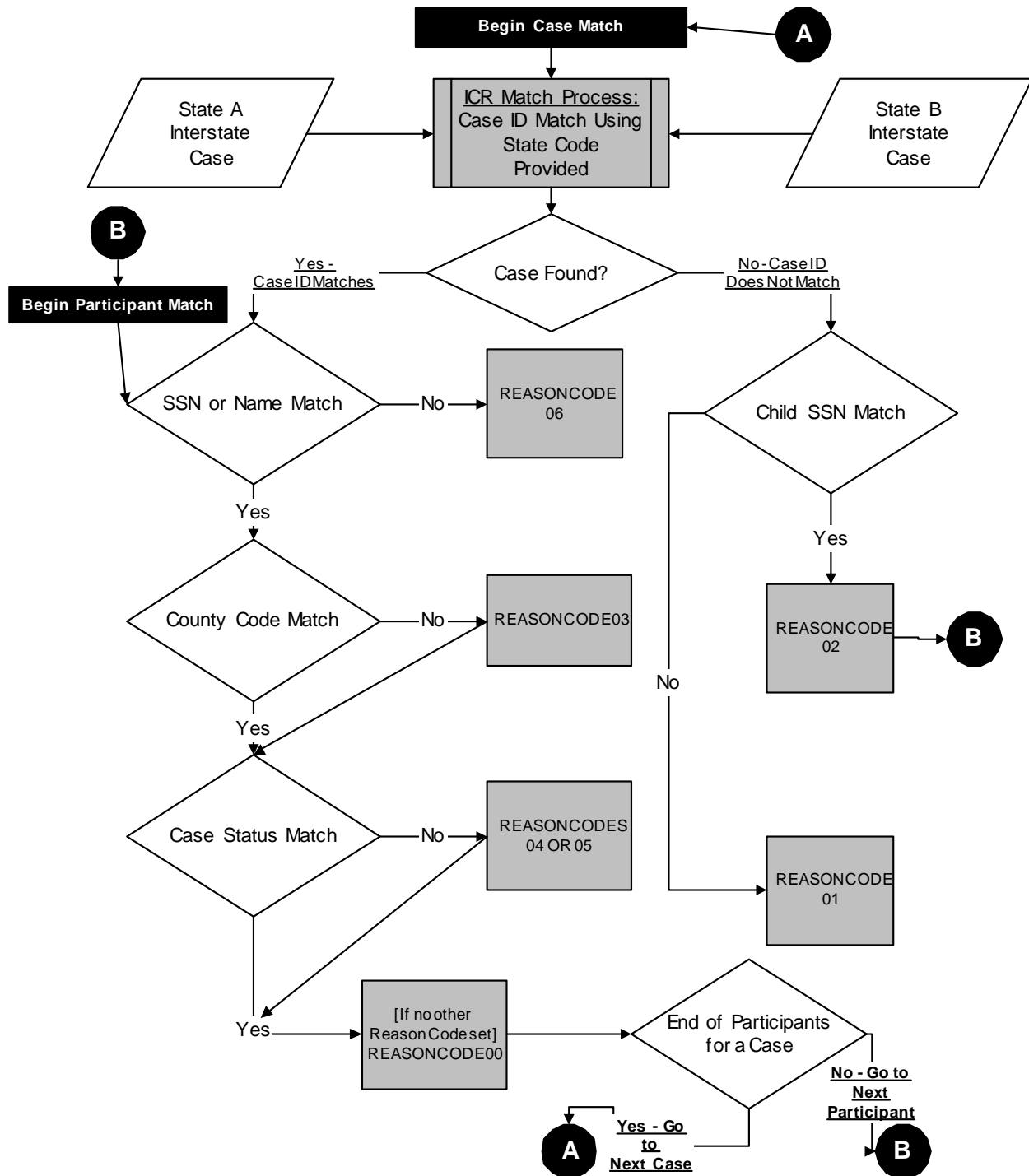
Note: If the interstate case in your state is closed and an interstate case was not found in the other state, or your interstate case is closed and it matched to a closed interstate case in the other state, you do not receive a Reason Code error and no record is returned in your state’s ICR results file.

4.3 How ICR Match Routine Works

Figure 4-1 shows how the ICR match routine searches for interstate cases in other states and assigns Reason Codes based on discrepancies found in this comparison. Here are the basic steps:

- The ICR match routine starts by using the state code and case ID you have for the other state to try to find a corresponding interstate case in the other state’s ICR file.
- When the match routine finds a corresponding interstate case based on the state code and the other state case ID search, it begins to match participants by comparing SSNs for the participants on the two cases. If a participant is not found by using the SSN, the routine compares the first six letters of the last names and the first four letters of the first names for each participant on your interstate case with each participant on the other state’s interstate case. The match routine assigns a Reason Code 06 for any participant on your interstate case that could not be found on the other state’s case based on an SSN or name match.
- The match routine then compares the county code and case status to determine if these data are the same between the matched interstate cases. If discrepancies exist, the match routine assigns Reason Codes 03, 04 or 05 to categorize the discrepancies.
- If the match routine does not find any discrepancies in the data compared between your interstate case and the other state’s interstate case, it assigns a Reason Code 00, to indicate that the case information matches exactly.

Figure 4-1
ICR Match Routine



- If the match routine does not find a corresponding interstate case based on the state code and case ID you have for the other state, the routine searches for a child in common between your interstate case and the other state's ICR file. It uses a child's SSN, instead of the case ID, as the key identifier to search for a matching participant in the other state's ICR file.
- If the child SSN search finds a matching participant, and that participant is a child on both states' cases, then the match routine considers the two cases a match. The match routine assigns a Reason Code 02, which indicates that the case ID you have for the other state is incorrect, but a matching case was found based on a child in common.
- Once a matching case is identified, the child SSN search continues the same as the case ID search. It compares participants between the two cases by SSN or name to determine the extent to which the participants match. It then compares the county code and case status to determine if these data are the same between the matched interstate cases. If discrepancies exist, the match routine assigns Reason Codes 03, 04 or 05 to categorize the discrepancies.
- When the match routine is unable to find a corresponding interstate case in the other state's ICR file, through either the case ID or child in common search, it assigns a Reason Code 01 indicating failure to find a corresponding interstate case.
- In addition to the case ID or child SSN matching processes, the ICR routine examines whether the NCP and CP on both states' cases match. If the same person is the NCP on both cases, a 'Y' is provided in the NP Indicator; if the same person is the CP on both cases, a 'Y' is provided in the CP Indicator. Even if there are multiple NCPs or CPs on your case, the ICR routine will provide a 'Y' if any of the NCPs or CPs match between your state and the other state.

4.4 How Are ICR Files Provided by States

States participating in ICR develop programs to extract case and participant data for all open and closed interstate cases on their systems. These ICR files contain individual records for each participant on an interstate case. Case data are repeated on each participant record. No intrastate cases should be included in a state's file of interstate cases submitted to the ICR.

Once the state programs create all of the ICR files, the files are transmitted to OCSE via CONNECT:Direct, which is a secure line of data transmission between the state and the Social Security Administration (SSA), where national ICR processing takes place. The state files are then processed by the ICR match routine to identify matching interstate cases.

Note: As a back-up for any state unable to send its own interstate cases, OCSE developed an FCR-derived data process that creates an "ICR file" with case and participant data registered by a state on the Federal Case Registry (FCR). However, since the FCR does not designate cases as interstate, matches using FCR-derived files might contain non-interstate cases. Consequently, the ICR file matching routine might return case matches that are not interstate cases.

Whenever the ICR routine matches an interstate case from a state extract file with an FCR-derived case, it sets an FCR Supplied Indicator to 'Y' to warn you that this match occurred against an FCR-derived file. Since the matching case might not be an interstate case, you should assume a lower level of confidence in these matches.

The following section suggests a workload prioritization based on the ICR Reason Codes.

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SECTION 5.0

HOW TO PRIORITIZE YOUR ICR WORKLOAD

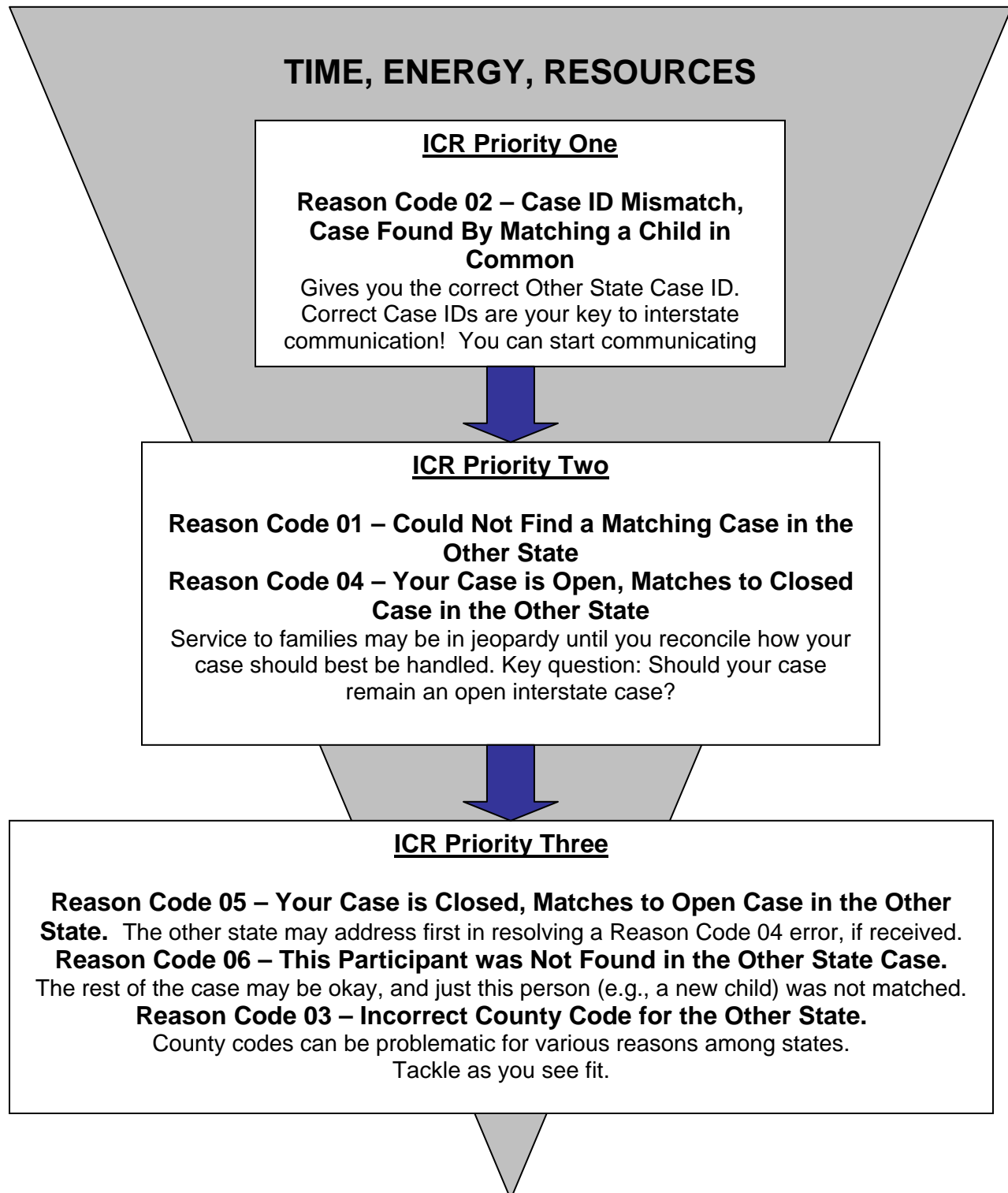
Section 5.0 presents a suggested priority for your state to correct reconciliation discrepancies. It also discusses combinations of multiple Reason Codes that can be returned for individual ICR records. In Sections 6.0 through 12.0, each Reason Code is discussed separately. Included in those sections are descriptions, flow diagram scenarios, points to consider, and Hot Tips to simplify the reconciliation process for each of the seven Reason Codes.

5.1 Which Reason Codes Should Be Worked First

Figure 5-1 on the following page illustrates how you should prioritize which Reason Codes to address first. The Reason Code priority applies to where you should devote your time, energy and resources.

1. Reason Code 02, which provides a correct case ID for your interstate case in the other state, should always be addressed first. Correction of incorrect case IDs is a top priority for the ICR. When multiple Reason Codes are returned for a single case/participant, correcting the 02 errors first eases your task of correcting other errors. The correction of a 02 error paves the way for better exchange of information with another state in a timely fashion, and makes available the benefits of automating data through CSENet, the Federal Case Registry (FCR), and EFT/EDI.
2. Case status mismatches constitute the next most important tier of reconciliation errors to be corrected. Both Reason Code 01 (Could Not Find a Matching Case in the Other State) and Reason Code 04 (Your Case is Open, Matches to Closed Case in the Other State) identify conditions where a family may not be receiving the level of service required to effectively process their interstate case. Resolve these discrepancies by determining whether the family still requires service in an interstate case, whether a one-state action can be pursued on its behalf, or whether this particular family no longer requires service in the state and the case can be closed following Federal case closure criteria.
3. Reason Code 05 (Your Case is Closed, Matches to Open Case in the Other State) Reason Code 06 (This Participant was Not Found in the Other State Case), and Reason Code 03 (Incorrect County Code for the Other State), represent the lowest priority for correction. If a correct other state case ID for the other state has been provided through Reason Code 02, then you can reconcile these discrepancies later, once you start communicating with the other state.

Figure 5-1
Prioritization of ICR Reason Codes



5.2 Processing Multiple Reason Codes

The following matrix lists possible combinations of Reason Codes that can be returned for a single record in the ICR results file.

Remember, when Reason Code 02 appears as one of the error codes, correct it first, preferably through the execution of an automated update program. Correcting the 02 error first will facilitate the correction of any other errors associated with the same case/participant. If you receive a Reason Code 03, 04 or 05 without Reason Code 02, it means the other state case ID is correct. Automated means of exchanging information on the cases in question may assist in the reconciliation of Reason Codes 03, 04, or 05 errors.

**Figure 5-2
Multiple Reason Codes**

Reason Code	May Also Include Reason Codes:	Why Multiple Reason Codes Appear
02	03, 04, 05	<p>The combination of Reason Codes 02, 03 and 04 represents an open interstate case in your state that is closed in the other state. The corresponding interstate case in the other state was found through an SSN match of a child in common. Your other state case ID is incorrect. The county code you have for the other state also is incorrect.</p> <p>The combination of Reason Codes 02, 03 and 05 represents the same situation as above, except this case is a closed interstate case in your state and it is open in the other state. Reason Codes 04 and 05 are mutually exclusive and cannot appear in the same case.</p>

Reason Code	May Also Include Reason Codes:	Why Multiple Reason Codes Appear
03	02, 04, 05	<p>The combination of Reason Codes 03, 02 and 04 represents an open interstate case in your state that is closed in the other state. The corresponding interstate case in the other state was found through an SSN match of a child in common. Your other state case ID is incorrect. The county code you have for the other state also is incorrect.</p> <p>The combination of Reason Codes 03, 02 and 05 represents the same situation as above, except this case is a closed interstate case in your state that is open in the other state. Reason Codes 04 and 05 are mutually exclusive and cannot appear in the same case.</p>
04	02, 03	The combination of Reason Codes 04, 02, and 03 represents an open interstate case in your state that is closed in the other state. The corresponding interstate case in the other state was found through an SSN match of a child in common. Your other state case ID is incorrect. The county code you have for the other state also is incorrect.
05	02, 03	The combination of Reason Codes 05, 02, and 03 represents a closed interstate case in your state that is open in the other state. The corresponding interstate case in the other state was found through an SSN match of a child in common. Your other state case ID is incorrect. The county code you have for the other state also is incorrect.

Note: Reason Code 00 – Case Data Matched and This Participant Matched, Reason Code 01 – Could Not Find a Matching Case in the Other State, and Reason Code 06 – This Participant was Not Found in Other State Case, do not appear on this chart. These Reason Codes never appear in combination with other Reason Codes.

Apply the proposed priority to reconciling ICR discrepancies and you can resolve the most important issues with your interstate caseload first. The keys to this prioritization are the ICR Reason Codes. The following seven sections provide you with detailed information and examples for each Reason Code.

SECTION 6.0

CASE DATA MATCHED AND THIS PARTICIPANT MATCHED REASON CODE 00

Success! Your interstate case data matched and this participant was found on the other state's interstate case. This section explains Reason Code 00 and suggests reconciliation actions that may be necessary to take even though the ICR found no interstate case discrepancies.

6.1 What Reason Code 00 Means

Reason Code 00 means that all interstate case data matches. The ICR matching routine found the same other state case ID, county code, and case status in the other state as submitted on your state's file. Reason Code 00 also means your participant was found in the other state's case.

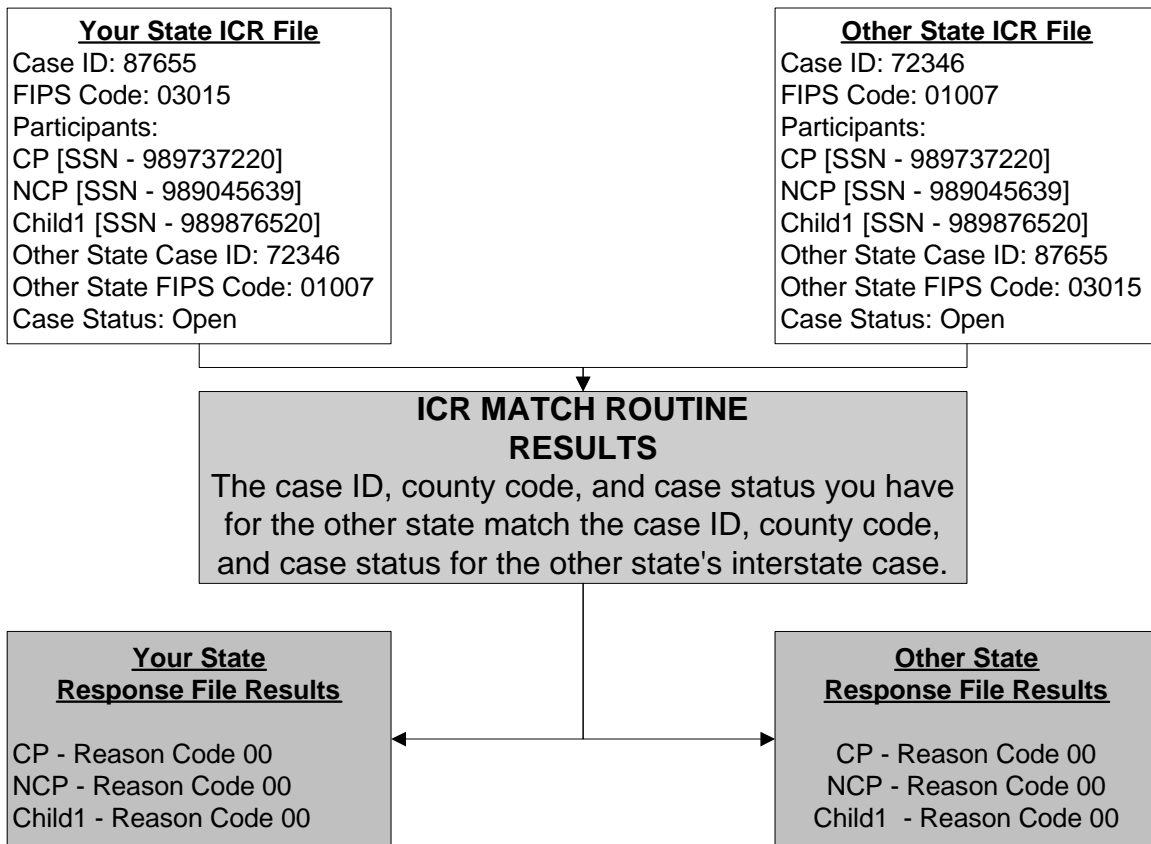
The ICR results file provides you with the number of adults and the number of children submitted for your case and the other state case. It also provides the number of adults and the number of children that match between the two cases. Keep in mind that case structures may vary from state to state; so, if the number of participants does not match completely, it may not necessarily mean there is a case discrepancy. For example, your state may allow multiple CPs or NCPs on a single case, whereas the other state may require a separate case for each NCP or CP.

You also receive a Y/N indicator that tells you whether the CP and NCP matched between the two states. If all case participants match, but both the CP Indicator and NP Indicator are set to 'N', use caution here since this may reflect that the wrong case was matched. The match may be with a change of custody case for the child(ren).

6.2 Reason Code 00 Example

Figure 6-1 shows how the ICR matching process identifies a Reason Code 00 and what is returned in your state ICR results file. At the top, critical ICR data submitted by your state and the other state are displayed in the **Your State ICR File** and the **Other State ICR File** boxes, respectively. The example then displays the results of the ICR match routine's processing of these data in the ICR Match Routine Results box. At the bottom the ICR Reason Codes sent back to your state and to the other state for each participant are displayed in the **Your State Response File Results** and **Other State Response File Results** boxes.

Figure 6-1
Reason Code 00 Example



6.3 What to Automate in Reconciling Reason Code 00

The number of matching participants between your interstate case and the other state's interstate case, and the CP Indicator and NP Indicator, are critical to whether further action is required on a Reason Code 00 record. Following are suggestions for automated action based on receiving Reason Code 00:

- The CP Indicator and the NP Indicator tell you whether these adults matched on both states' interstate cases by participant type. These indicators are useful in identifying interstate Foster Care and joint custody cases. For example, states should not have sent a Foster Care agency to the ICR as a CP. Interstate Foster Care cases should not contain CP records in either state's ICR files. Therefore, the CP Indicator would show an 'N' when this situation occurs.

- Some states open a new case and close an existing case when the NCP and CP roles in the case are switched due to rotating custody of the children. If all adults on both states' interstate cases match, but the CP Indicator and the NP Indicator are both set to 'N', it is most likely that the adult participants have reversed roles on each interstate case.
- If the number of adult participants match and the number of child participants match between the two interstate cases, and both the CP Indicator and NP Indicator are set to 'Y,' then no further action is required. The case data and participants are synchronized between the two states.
- If the number of adult participants does not match, or the CP Indicator or NP Indicator is set to 'N', manual reconciliation may be warranted.

6.4 Decision Making for Reason Code 00 When Your State is Either the Initiating State or Responding State

Whether your state is the Initiating or Responding state, consider the following points to help you determine the most effective action to take on your case.

Reason Code 00: Points to Consider When your State is Either the Initiating or Responding State

- ✓ **Do the CP and NCP in your state match the CP and NCP in the other state's case?**
- ✓ **Did any of the participants in your case receive Reason Code 06?**
 - Was a 06 received on an adult in the case?
 - Was a 06 received on a child in the case?
- ✓ **Are your state's case participants reconciled with the case participants in the other state?**
- ✓ **Is additional reconciliation required for any individual case participant?**
- ✓ **Did you obtain an SSN from the other state that you do not have on your state's system?**

If you receive Reason Code 00 on a participant record, you will not receive any other Reason Codes. However, Reason Code 00 may be received for some, but not all, participants in your state's case. Your case may match the case in the other state, but there could be a participant that could not be found; if so, a Reason Code 06 would identify that missing participant in your ICR

results file. Please read Section 11.0 for suggestions on how to reconcile a missing participant on your interstate case.

Reason Code 00 indicates that your interstate case has all the basic other state interstate case data that is required to effectively communicate with that other state. The following section describes the reconciliation discrepancy that occurs when the most critical piece of interstate case data, the other state case ID, is incorrect on your interstate case.

SECTION 7.0

CASE ID MISMATCH, CASE FOUND BY MATCHING A CHILD IN COMMON REASON CODE 02

The other state case ID you have is incorrect, but the correct case ID for the other state has been found! This is the easiest ICR result to automate! You should start using the correct case IDs provided by other states as soon as possible. This section discusses Reason Code 02 and suggests ways to reconcile other state case IDs in your state system.

7.1 What Reason Code 02 Means

Reason Code 02 means that the case ID your state maintains for the other state is incorrect. However, a corresponding case in the other state was found based on SSN matching for a child in common with your interstate case. You can automate updates based on the correct case IDs provided by other states.

Remember, ICR matches are returned at the person level. Reason Code 02 is returned for each person in your case when your other state case ID is incorrect. Additionally, the number of matching adults and children is provided, as well as indicators, that tell you whether the CP and NCP are the same on both cases. It is possible for you to receive other Reason Codes in addition to Reason Code 02 on a returned person record. You may receive:

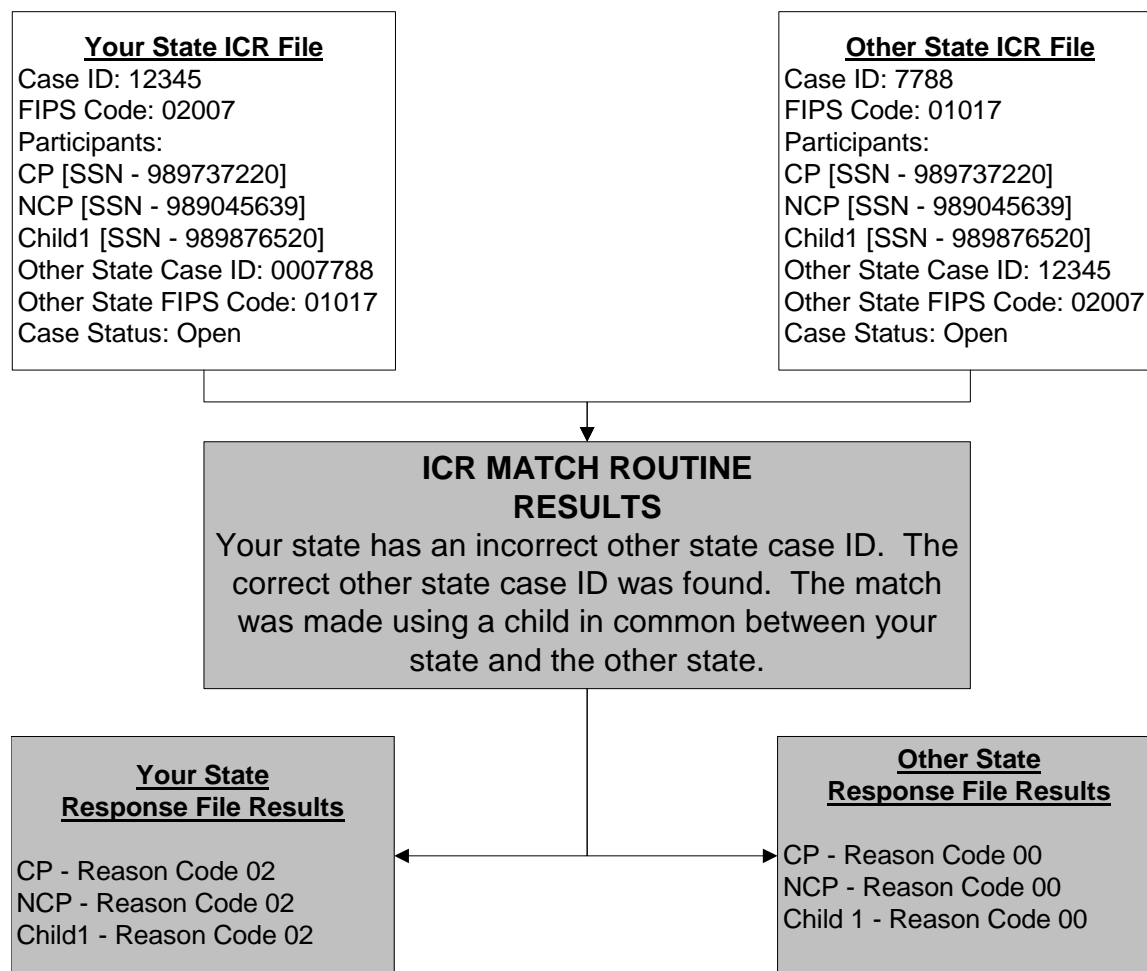
- Reason Code 03 – Incorrect County Code for the Other State
- Reason Code 04 – Your Case is Open, Matches to Closed Case in the Other State
- Reason Code 05 – Your Case is Closed, Matches to Open Case in the Other State.

Before you address any of these other Reason Codes, you should correct the other state's case ID in your state system. Correcting the other state case ID in your interstate case is a top priority of the ICR and provides you with the ability to open up other automated avenues of communication with other states. Corrected other states' case IDs facilitate future interstate communication.

7.2 Reason Code 02 Example

Figure 7-1 shows how the ICR matching process identifies a Reason Code 02 and what is returned in your state ICR results file. At the top, critical ICR data submitted by your state and the other state are displayed in the **Your State ICR File** and the **Other State ICR File** boxes, respectively. The example then displays the results of the ICR match routine's processing of these data in the **ICR Match Routine Results** box. At the bottom the ICR Reason Codes sent back to your state and to the other state for each participant are displayed in the **Your State Response File Results** and **Other State Response File Results** boxes.

Figure 7-1
Reason Code 02 Example



In this example, the correct interstate case ID in the other state was obtained by matching on a child in common on both states' interstate cases. The result of the matching is the provision of the correct case ID for the other state's case. Supplementing the match made based on a child in common, are additional data to help you determine if the correct case has been identified. The following data allow you to further define the extent to which the participants in your interstate case match to the participants in the other state's interstate case:

- CP Indicator, which shows whether a CP in your interstate case matches a CP in the other state's interstate case,
- NP Indicator, which shows whether an NCP in your interstate case matches an NCP in the other state's interstate case, and
- Number of case participants that match between your interstate case and the interstate case in the other state, which is broken out into the following six separate totals:

- ✓ Number of adults submitted by your state
- ✓ Number of adults submitted by the other state
- ✓ Number of adults that matched between your state and the other state
- ✓ Number of children submitted by your state
- ✓ Number of children submitted by the other state
- ✓ Number of children that matched between your state and the other state

These totals of matched case participants tell you how well your interstate case matches to the interstate case in the other state. This information is useful in establishing thresholds for performing automated updates of the other state's case ID in your state system when a Reason Code 02 is received. For instance, you may determine that it is acceptable for all but one child to match because of the possibility that either you or the other state did not know about one particular child (e.g., a new baby or an emancipated child).

Note: One reason why you might receive discrepancies in the number of participants submitted by your state in comparison to the number submitted by the other state would be if duplicate cases had been encountered in the ICR matching process. The ICR match routine would have treated the duplicate cases as one case, but the number of participants would be the combined total of participants for all of the duplicate cases.

To further help you determine the appropriate next step, use the CP and NP Indicators. The CP Indicator and the NP Indicator tell you whether these adults matched on both states' interstate cases by participant type. These indicators are useful in identifying interstate Foster Care cases. For example, interstate Foster Care cases should not contain CP records in either states' ICR files. Therefore, the CP Indicator would show an 'N' when this situation occurs.

Additionally, these CP and NP Indicators are helpful in identifying joint custody cases. Some states open a new case and close an existing case when the NCP and CP roles in the case are switched due to joint custody of the children. If all adults on both states' interstate cases match, but the CP Indicator and the NP Indicator are both set to 'N', it is most likely because the adult participants have reversed roles on each interstate case.

The CP and NP Indicators also play a critical role in automating the reconciliation of Reason Code 02 by helping you establish a threshold of what constitutes an acceptable match.

7.3 What to Automate in Reconciling Reason Code 02

Following are suggestions for automated reconciliation of Reason Code 02, together with suggestions on how to establish an acceptable threshold to trigger automated other state case IDs in your state system:

- Use the number of case participants submitted by each state to establish a matching threshold for automated update of other state case IDs. Some states have developed automated programs that update the other state case ID only if the adult participants on

their interstate case match to the adult participants on the other state's interstate case, and at least one child matches between both states' interstate cases.

- Establish a policy for the percent of children in your interstate case that must match the children in the other state's interstate case. A child in either interstate case may now be emancipated or otherwise no longer active.
- The CP Indicator and the NP Indicator also play a role in potential automated updates. For example, an interstate case in your state and an interstate case in the other state may share an NCP, but have different CPs (e.g., the mother in one case, but a relative in the other case). If either the CP Indicator or the NP Indicator is set to 'N', the ICR may have identified an interstate case in the other state where there has been a custody change.
- Establish a rule that both adults in your interstate case must have the same role as the adults in the other state's interstate case, based upon the CP Indicator and the NP Indicator. If either of the adults does not match based on participant type, the ICR may have identified a different interstate case in the other state.
- Communicate with the other state when matching criteria are not met.
- Update other state case ID with the exact case ID provided from the other state on the Reason Code 02 record. Include leading zeroes and special characters with the exception of asterisks and backslashes. (Note: These characters are problematic for EFT/EDI transactions.)
- Some states (Nebraska and Puerto Rico) provide fifteen-character case IDs to the ICR. If your state system cannot store 15 characters in the field designated for Other State Case ID, your automated update program must truncate the other state case ID correctly to store the significant characters of the ID. The FCR/ICR Case ID Matrix in Section 3.6 describes all states' case IDs to assist you with this issue.
- Maintain statistics on the number of other state case IDs that your state updated automatically, and the number that needed to be updated manually. Receiving a corrected case ID for the other state's interstate case is the most important benefit to come from the ICR.

7.4 Decision Making for Reason Code 02 When Your State is Either the Initiating or Responding State

Whether your state is the Initiating or Responding State, consider these points to help you determine the most effective action to take on your interstate case.

**Reason Code 02: Points to Consider When Your State is Either the
Initiating State or the Responding State**

- ✓ **Does the number of adults in your case equal the number of adults in the other state's case? Do the CP and NCP in your state match the CP and NCP roles in the other state's case?**
- ✓ **Have you obtained an SSN from the other state that you do not have on your state's system?**
- ✓ **Did you receive multiple Reason Codes on this case?**
- ✓ **In addition to the matching adults, has your state's threshold for the number of matching children been met?**
- ✓ **Will the corrected other state's correct case ID fit into the other state case ID field on your state's system?**



Do not assume that other states follow the same conventions for storing case IDs that your state has adapted. If your state has not allowed fifteen characters for alphanumeric case IDs from other states, you must exercise caution in how you store other state case IDs. The FCR/ICR Case ID Matrix in Section 3.6 provides descriptions of each state's case ID to assist you with this issue.

The next section discusses Reason Code 01, which indicates that the ICR could not find a matching case in another state with which you thought you shared an interstate case.

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SECTION 8.0

COULD NOT FIND A MATCHING CASE IN THE OTHER STATE REASON CODE 01

A matching interstate case could not be found in the ICR file submitted by the state with which you thought you shared an interstate case. This section explains Reason Code 01 and suggests ways to reconcile the ICR's failure to find a matching interstate case for your interstate case.

8.1 What Reason Code 01 Means

Reason Code 01 means that a matching interstate case could not be found in the other state's ICR file that corresponds to your interstate case. This includes closed interstate cases as well as open interstate cases in the other state. However, this does not unilaterally mean that a case does not exist in the other state. The ICR matching routine may not have been able to identify it because:

- The other state does not identify its case as an interstate case (i.e., the case is considered an intrastate case), so its case was not included in that state's ICR file.
- The other state may have overwritten your state's interstate action with information in subsequent interstate actions.
- The other state's interstate case data may have been lost or overwritten in its system conversion efforts.
- The other state's ICR file may contain your state's interstate case, but with a different case ID and no SSNs for any of the children. So, the case could not be found using either of the ICR matching routines.
- The other state's ICR file may contain your states' interstate case with a different case ID and correct SSNs for the children, but your case does not contain SSNs for any of the children. So, neither of the ICR matching routines could identify the correct case.

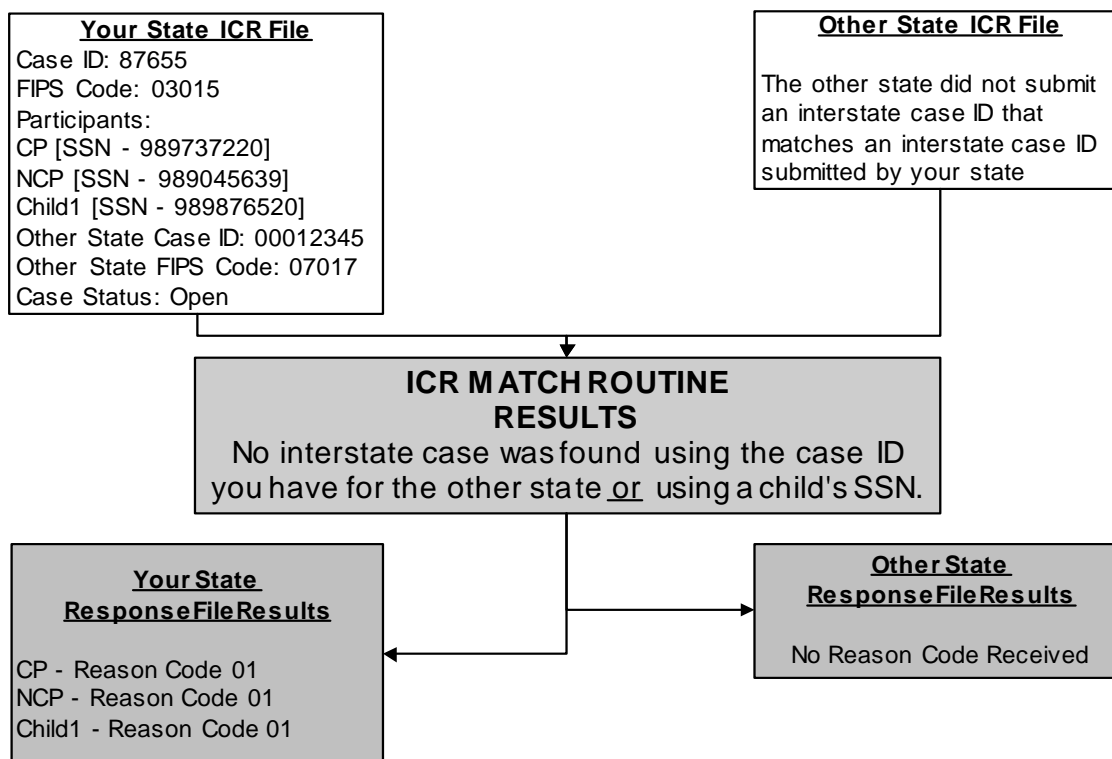
Note: If the interstate case in your state is closed and an interstate case was not found in the other state, or your closed interstate case matched to a closed interstate case in the other state, no record is returned in your state's ICR results file.

8.2 Reason Code 01 Example

Figure 8-1 shows how the ICR matching process identifies a Reason Code 01 and what is returned in your state ICR results file. At the top, critical ICR data submitted by your state and the other state are displayed in the **Your State ICR File** and the **Other State ICR File** boxes, respectively. The example then displays the results of the ICR match routine's processing of

these data in the **ICR Match Routine Results** box. At the bottom the ICR Reason Codes sent back to your state and to the other state for each participant are displayed in the **Your State Response File Results** and the **Other State Response File Results** boxes.

**Figure 8-1
Reason Code 01 Example**



The ICR matching process first attempts to match the case ID you have for the other state with a case ID submitted in the other state's ICR file. If a match cannot be made on case IDs, the ICR matching process then attempts to find a child in common between your case and a case in the other state's ICR file by using a child's SSN. In this example, neither the case ID, nor a child's SSN, was able to point to a matching interstate case.

Note: If you receive Reason Code 01 on an ICR record, you will not receive any other Reason Codes. The ICR matching routine was not able find a match, based on a combination of the state code and case ID you have for the other state, or the state code and a child in common, in order to find comparable data between your interstate case and any interstate case, whether open or closed, in the other state.

8.3 What to Automate in Reconciling Reason Code 01

Total automated processing for Reason Code 01 is probably not practical; however, automation can provide valuable reconciliation assistance. Following are suggestions for automated reconciliation of Reason Code 01:

- Consider how you can automate a process to present the information to a worker to help determine the most effective action to take on this interstate case. To shorten the time needed to research existing interstate case information, an automated reconciliation process could be programmed to provide a list of interstate cases where:
 - A previous communication has been received through CSENet,
 - NDNH information has previously been received from the FCR, or
 - Money is being processed on an interstate case.
- If you are not using the FCR proactive matches to update other state case IDs in your system, explore how you can do this after the ICR in order to keep case IDs in sync.
- Check how you are storing other states' case IDs on your state system. Make sure you have not imposed your state's storage conventions on other states' case IDs. For example, you will have problems if you have defined the Other State Case ID field as numeric because some states use alpha characters in their case IDs. Also, you cannot delete leading zeroes from other states' case IDs just because you do not use them. For some states, leading zeroes are integral to their case IDs.

Note: It may be necessary to create work lists of cases displaying only Reason Code 01 for the appropriate individuals to review.

In approaching how to handle Reason Code 01, you should address what role your state has in the presumed interstate relationship. Is your state the Initiating State? Or, is your state the Responding State? Who has the primary role in answering to the family's request for service? This helps determine the next course of action. The bottom line, whether you are the Initiating or Responding State, is to ensure service to the family is being provided as needed.

8.4 Decision Making for Reason Code 01 When Your State is the Initiating State

When your state is the Initiating State, your goal is to ensure that the case is appropriately worked, either by your own state as an intrastate case, by another state from which you have requested interstate assistance, or by a third state where the NCP may now be living or working.

The possibility exists that the other state from which you requested assistance never received your interstate initiating action and never opened an interstate responding case. The possibility also exists that the other state did open an interstate responding case, but changed the case to an intrastate case.

Consider these following points to help you determine the most effective action to take on your interstate initiating case.

**Reason Code 01: Points to Consider When Your State is the
Initiating State**

- ✓ **What information do you have on your interstate case?**
 - Do you have the other state's case ID?
 - Do you have an SSN for at least one child?
 - Might the inability to find a matching case via the ICR process be due to incomplete data on your state's case?
- ✓ **When did you send this outgoing interstate request to the other state?**
 - So recently that the case might not yet be open in the other state?
 - So long ago that it might not have been converted accurately from that state's former computer system?
- ✓ **Have you ever received information about this case from the other state?**
 - Via CSENet?
 - Via paper documents in the case file?
- ✓ **What do you know about the current status of the NCP?**
- ✓ **Has a date of death been received for the NCP?**
- ✓ **Do you know where the NCP is located?**
 - In your state?
 - In the state to which you sent the outgoing interstate request?
 - In a third state?
 - Whereabouts unknown?
- ✓ **Based on the location of the NCP, do you still need the other state's services?**

8.5 Decision Making for Reason Code 01 When Your State is the Responding State

When your state is the Responding State, this interstate case originated in the other state, but your state's assistance was determined as necessary to respond to the CP's or NCP's request for service. Your goal is to determine if your state's assistance is still required by the other state. It is possible that the interstate case should become your responsibility and you need to make the interstate case an intrastate case in your state. It also is possible that the case status should be changed to non IV-D, or the case should be closed completely.

Remember this interstate case cannot automatically be closed. Adherence to Federal case closure criteria must be followed.

Consider these points to help you determine the most effective action to take on your Responding interstate case.

Reason Code 01: Points to Consider When Your State is the Responding State

- ✓ **Do you need to coordinate with the other state to find out why it made an Interstate Responding request to your state?**
- ✓ **Did the CP and/or NCP apply for IV-D services in your state?**
- ✓ **If there is a support order attached to this case?**

8.6 Hot Tips for Reconciling Reason Code 01



Consider using the FCR as much as possible to determine if a case does exist in another state. Viewing previously received FCR proactive matches helps you determine if the participants on your interstate case are on an interstate case in another state. FCR proactive matches can be of benefit in providing not just a Case ID, but SSN data for other persons associated with that case, based on a match of one person you share with another state. If proactive information has been received from the FCR in the past, an FCR Query may be able to tell you if a case is currently open in the other state. Once you have established the correct case ID in the other state, and have entered it onto your state's system, a CSENet CSI request can be sent to the other state to obtain additional interstate case information, including the county code of the office working the case.



Keep track of the number of interstate cases for families that no longer require services as an outcome of reconciling your cases. This may assist you in proving the value of participating in the ICR by allowing you to focus more effectively on those cases that do require your services. Remember cases can only be closed in accordance with Federal case closure criteria.

Reconciling a Reason Code 01 discrepancy is critical to ensuring service to this family. The next section discusses Reason Code 04, which focuses on another significant case discrepancy indicating service to families is at risk. This is a case status discrepancy in which your open interstate case has matched a closed interstate case in the other state.

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SECTION 9.0

YOUR CASE IS OPEN, MATCHES TO CLOSED CASE IN THE OTHER STATE REASON CODE 04

Your case is open as an interstate case, but the interstate case in the other state is closed. This section explains Reason Code 04 and suggests ways to reconcile this case status discrepancy. This discrepancy is a significant indication that your state and the other state are not communicating effectively in regards to an interstate case.

9.1 What Reason Code 04 Means

Reason Code 04 tells you that a corresponding interstate case has been found on the other state's ICR file, but the interstate case in the other state is closed whereas your case is open. It is similar to Reason Code 01 in that it indicates a lack of communication and potential case processing problems between the two states. The primary difference between Reason Code 01 and Reason Code 04 is that Reason Code 04 tells you a matching case in the other state was found with a case status discrepancy, whereas Reason Code 01 tells you that a matching case could not be found at all.

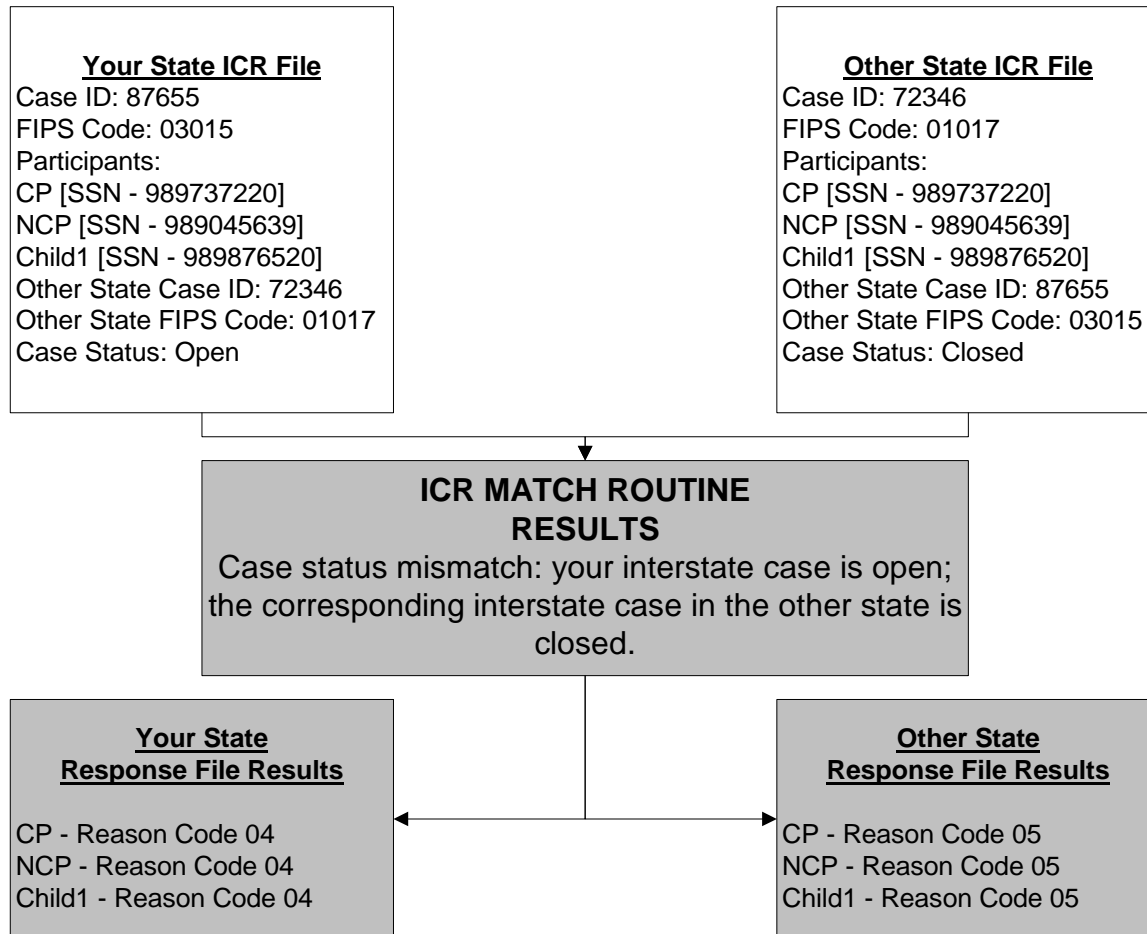
Consider the following issues when working these discrepancies:

- Correcting a Reason Code 04 discrepancy ensures that the family is being effectively served.
- It may be that your case should be an intrastate case. If you are the Initiating State, you may want to use long arm rather than requesting assistance from a Responding State.
- It also may be possible that an unnecessary interstate case can be closed in accordance with Federal case closure criteria.

9.2 Reason Code 04 Example

Figure 9-1 shows how the ICR matching process identifies a Reason Code 04 and what it returns in your state ICR results file. At the top, critical ICR data submitted by your state and the other state are displayed in the **Your State ICR File** and the **Other State ICR File** boxes, respectively. The example then displays the results of the ICR match routine's processing of these data in the **ICR Match Routine Results** box. At the bottom the ICR Reason Codes sent back to your state and to the other state for each participant are displayed in the **Your State Response File Results** and the **Other State Response File Results** boxes.

Figure 9-1
Reason Code 04 Example



This example shows that your state and the other state are not in agreement concerning the status of this interstate case. Your state thought that the other state was still working this case with you. Further investigation is needed to find out how the case should be handled. If you receive Reason Code 04 on an ICR results record, you also may have received other Reason Codes, including Reason Code 02, which provides a corrected case ID, and Reason Code 03, which provides a different county code for the case in the other state. If Reason Code 02 has been received, you are strongly encouraged to reconcile that case ID discrepancy before reconciling the interstate case status open/closed issue.

9.3 What to Automate in Reconciling Reason Code 04

Automating the results data from Reason Code 04 can assist the worker by presenting necessary information to determine the most effective action to take next on this interstate case.

To shorten the time needed to research existing interstate case information, you could put in place a program to provide a list of cases where:

- A previous communication has been received through CSENet,
- NDNH information has previously been received from the FCR, or
- Money is being processed on the case.

Note: It may be necessary to create work lists of cases displaying only Reason Code 04 errors for the appropriate worker to review.

In approaching how to handle Reason Code 04, address what role your state has as either the Initiating or Responding State in the interstate relationship. Who has the primary role in answering to the family's request for service? This helps determine the next course of action. The objective, whether you are the Initiating or Responding State, is to ensure service to the family is being provided, as needed.

Many of the decisions you should make upon receipt of Reason Code 04 are the same as those you make upon receipt of Reason Code 01.

9.4 Decision Making for Reason Code 04 When Your State is the Initiating State

When your state is the Initiating State, your goal is to ensure that the case is appropriately worked, either by your own state as an intrastate case, or by the other state. Consider these points to help you determine the most effective action to take on your interstate Initiating case.

Reason Code 04: Points to Consider When Your State is the Initiating State

- ✓ **What is the next action needed on this case?**
 - Establishment of paternity or a support order
 - Enforcement of existing support order
- ✓ **Has the Responding State provided information on this case?**
- ✓ **Has the FCR already provided:**
 - FCR-to-FCR proactive matches from any state?
 - NDNH information?
 - Multi-state FIDM information?
 - Death information on the NCP?
- ✓ **Do you need to initiate locate activities to obtain more information?**
- ✓ **Do you need the assistance of another state to take the next required action on this case?**

9.5 Decision Making for Reason Code 04 When Your State is the Responding State

When the corresponding interstate case is closed in the Initiating State, examine whether either the CP or NCP has applied for IV-D services in your state. The case may need to be changed to an intrastate case. It also is possible that the case status should be changed to non IV-D, or the case closed completely. The case cannot be closed unless it adheres to Federal case closure criteria.

Reason Code 04: Points to Consider When Your State is the Responding State

- ✓ **Is money being processed through your state's system on this case?**
- ✓ **Is there a support order attached to this case?**
- ✓ **Has the CP or NCP applied for IV-D services in your state?**
- ✓ **Are arrears owed to your state?**

9.6 Hot Tips for Reconciling Reason Code 04



To effectively work Reason Code 04 discrepancies, combine worklists of Interstate Responding cases receiving Reason Code 04 with worklists of Interstate Responding cases receiving Reason Code 01. Many of the same decisions need to be made for both types of case discrepancies.

The following section addresses Reason Code 05, which is the reverse situation from Reason Code 04. Reason Code 05 is generated when your interstate case is closed, but the corresponding case in the other state is open.

SECTION 10.0

YOUR CASE IS CLOSED, MATCHES TO OPEN CASE IN THE OTHER STATE REASON CODE 05

Your case is closed as an interstate case, but a corresponding interstate case is open in the other state. This section explains Reason Code 05 and suggests ways to reconcile this case status discrepancy.

10.1 What Reason Code 05 Means

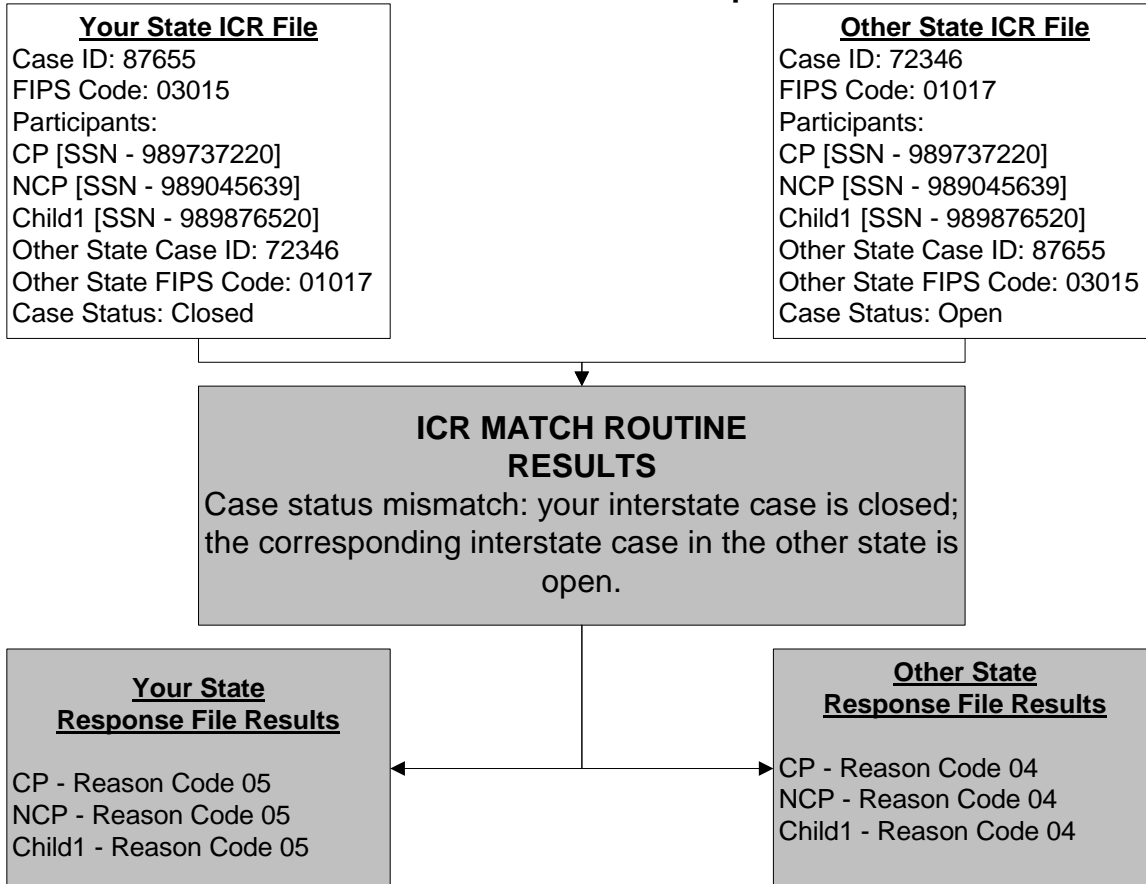
Reason Code 05 tells you that a corresponding interstate case has been found in the other state's ICR file, but your state and the other state do not agree on the status of the case. Your interstate case is closed; the other state's interstate case is open. Just as with Reason Code 04 (your case open/other state's case closed), service to the family may be in jeopardy. A key difference between Reason Codes 04 and 05, however, is the priority you assign to reconciling the case discrepancy. You would address all Reason Code 04 errors first because you see those cases as open. You may wish to wait on Reason Code 05 errors until the other state contacts you, as they resolve their Reason Code 04 errors that involve your state.

Most likely, when you receive a Reason Code 05, the other state has received a Reason Code 04. The exception would be if the other state did not have either your correct case ID or the SSN for a child you share in common. The ICR matching process then would have returned a Reason Code 01, Could Not Find a Matching Case in the Other State, to the other state.

10.2 Reason Code 05 Example

Figure 10-1 shows how the ICR matching process identifies a Reason Code 05 and what is returned in your state ICR results file. At the top, critical ICR data submitted by your state and the other state are displayed in the **Your State ICR File** and the **Other State ICR File** boxes, respectively. The example then displays the results of the ICR match routine's processing of these data in the **ICR Match Routine Results** box. At the bottom the ICR Reason Codes sent back to your state and to the other state for each participant are displayed in the **Your State Response File Results** and the **Other State Response File Results** boxes.

Figure 10-1
Reason Code 05 Example



This example shows that your state and the other state are not in agreement concerning the status of this interstate case. Your state has closed the interstate case; however, the other state still has the interstate case open. The other state should contact you, since most likely a Reason Code 04 error that corresponds to your Reason Code 05 error was sent to that state.

If you receive Reason Code 05 on an ICR results record, you may have received other Reason Codes, including Reason Code 02, which provides a corrected case ID, and Reason Code 03, which provides a different county code for the case in the other state. If Reason Code 02 appears on this case, it should be corrected first before reconciling the open/closed interstate case status discrepancy. It is more important to correct the other state case ID first. Moreover, your Reason Code 05 errors may be resolved as other states contact you concerning their Reason Code 04 errors.

10.3 What to Automate in Reconciling Reason Code 05

Since your interstate case is closed, no automated reconciliation of Reason Code 05 is recommended.

The state maintaining an open interstate case should assume responsibility for the reconciliation of the status of this interstate case to ensure that families are receiving appropriate services.

10.4 Decision Making for Reason Code 05 Whether Your State is Either the Initiating or Responding State

Even though your interstate case is closed, you may still be working the case as an intrastate case, or you may now have an interstate case that you share with a different state.

Gauge by the number of Reason Code 05 errors how many requests for assistance you may receive from other states as they resolve corresponding Reason Code 04 errors. Correction of Reason Code 05 errors should be a natural progression as each state attempts to resolve Reason Code 04 errors.

The next section addresses Reason Code 06, which occurs when a participant you submitted on an interstate case could not be found in the other state's case.

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SECTION 11.0

THIS PARTICIPANT WAS NOT FOUND IN THE OTHER STATE CASE REASON CODE 06

A participant was not found in the other state's interstate case that corresponds to your interstate case. This section explains Reason Code 06 and suggests ways to reconcile this missing participant discrepancy.

11.1 What Reason Code 06 Means

Reason Code 06 means that your state's case was matched with a case in the other state; however, a participant identified on your case could not be found in the other state's case. For example, your state submitted a case with CP, NCP, Child 1, and Child 2. The other state submitted a case with CP, NCP, and Child 1. If all the case data matched between the two states, the ICR returns Reason Code 00 for CP, NCP, and Child 1. Child 2 is shown with Reason Code 06 (participant not found).

The ICR matching routine may not have been able to identify the participant for the following reasons:

- A child in the other state has emancipated and was not reported in the other state's interstate file.
- A participant in the case was submitted without an SSN, or the SSN for the participant has transposed numbers, or a different SSN was submitted for the person.
- A participant's name was misspelled or changed (e.g., maiden name to married name) in either case.
- The case structure may vary between states. For example, your state may set up Foster Care cases with two NCPs (both mother and father as NCPs with the Foster Care agency as the CP) while another state sets up two separate cases, one with the mother as the NCP and one with the father as the NCP. The matching routine for this example returns Reason Code 06 for one of the NCPs to your state.

The Interstate Case Reconciliation Report (IRR), which your state may opt to print, can be especially helpful in examining Reason Code 06 discrepancies. The IRR indicates missing participants in a case by displaying a '1' in front of the name of each participant not found. In addition, the report displays the message, 'Participant(s) Flagged were not Found in the Other State's Case.'

The ICR results file lists Reason Code 06 for each participant not found. The ICR results file also provides the number of adults and number of children submitted for each case and the number of

adults and children that match. For the participants that did match on a case, the discrepancy caused by the missing participant is reflected in a mismatch of the number of participants matched. This is one of the reasons why the number of matching adults and the number of matching children are provided. It becomes obvious looking at each matched person's results that someone else on the case is unaccounted for at the end of the matching process.

Duplicate interstate cases (e.g., situations in which a state maintains case histories associated with open and closed statuses as separate cases with the same case ID) may cause a difference in the number of matched participants. While the ICR matching process treats duplicate cases as one case, the number of participants matched reflects the combined total of participants on all of the duplicate cases. Consequently, the number of matched participants may be duplicated.

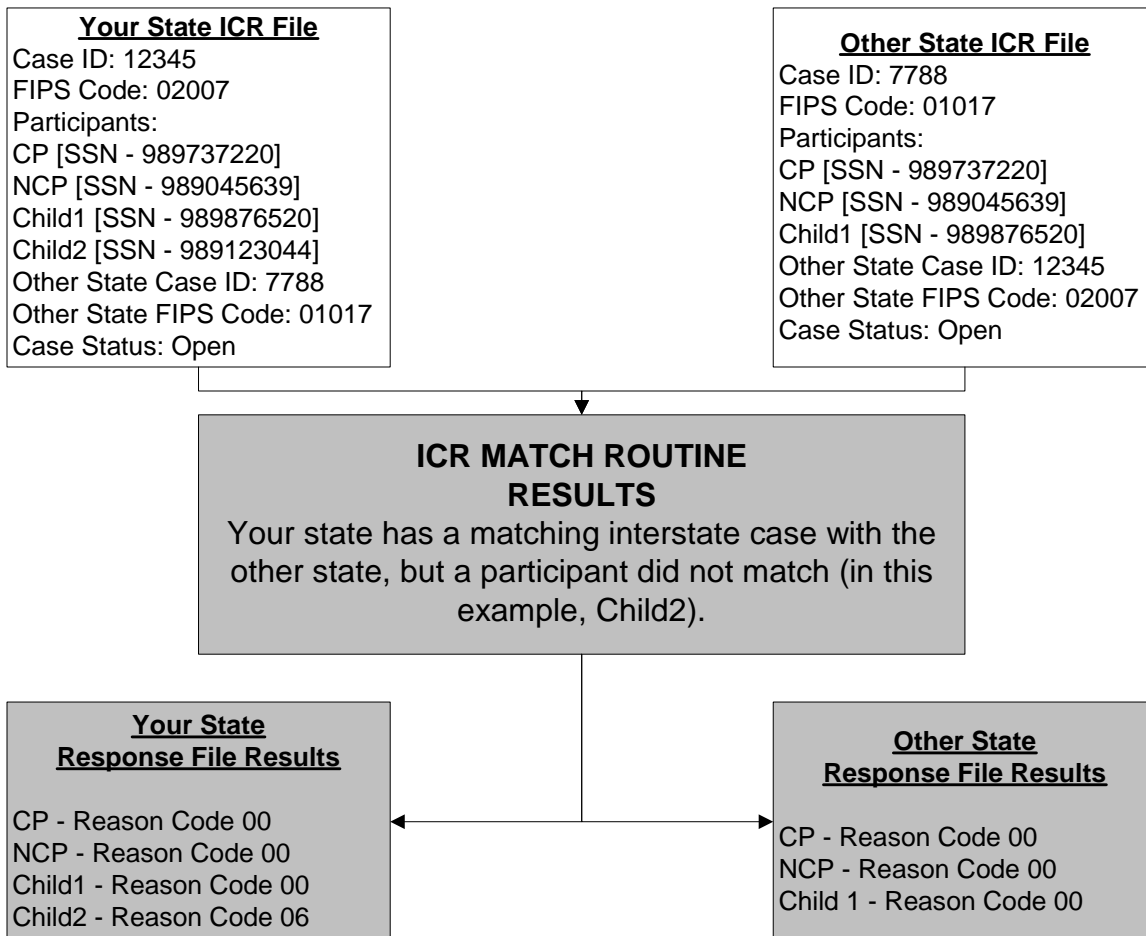
11.2 Reason Code 06 Example

Figure 11-1 shows how the ICR matching process identifies a Reason Code 06 and what is returned in your state ICR results file. At the top, critical ICR data submitted by your state and the other state are displayed in the **Your State ICR File** and the **Other State ICR File** boxes, respectively. The example then displays the results of the ICR match routine's processing of these data in the **ICR Match Routine Results** box. At the bottom the ICR Reason Codes sent back to your state and to the other state for each participant are displayed in the **Your State Response File Results** and the **Other State Response File Results** boxes.

This example shows that your case participant, Child2, could not be found in the other state's interstate case that corresponds to your interstate case. For all of the participants that matched (CP, NCP, Child1), Reason Code 00 is returned because there are no other discrepancies in the case data. In other examples, it might be possible for those other participants to have received another Reason Code, or a combination of other Reason Codes. For the missing participant in any example, you only receive Reason Code 06.

Reconciliation of a missing participant should be addressed with less urgency than Reason Codes 02, 01, or 04. A missing adult is of greater concern than a missing child in terms of ensuring that the rest of the matched data actually points to the right interstate case. Missing children become important for order establishment or modification, so the next step may depend on where the case is in terms of case management.

Figure 11-1
Reason Code 06 Example



11.3 What to Automate in Reconciling Reason Code 06

Automated processing for Reason Code 06 is not practical; however, automation can provide valuable reconciliation assistance as follows.

- Consider whether or not the missing participant is an adult or a child in the case. If the missing participant in the case is a child, reconciling this Reason Code should be given a lower priority than if the missing participant is an adult in the case. If the missing participant is an adult, this may not be a matching case and communication with the other state may be necessary.

- Develop an automated program to generate an FCR query for this participant, or send a CSENet transaction to the other state.
- Consider expanding the participant data your system allows to be gathered and stored. Refer to the data elements for the FCR's SSN matching routines. For example, consider adding such information as father's name, mother's name, or place of birth to your participant screens. These data elements (along with other data combinations) are known as ESKARI data, and they facilitate the identification of a participant's SSN by the FCR when you do not have an SSN, or the SSN you have is invalid.

11.4 Decision Making for Reason Code 06 When Your State is Either the Initiating State or the Responding State

Regardless of whether your state is the Initiating State or the Responding State, you want the active participants in both states' cases to be the same, and for both states to have complete participant information (e.g., SSNs).

Consider these points to help you determine the most effective action to take next.

Reason Code 06: Points to Consider When Your State is Either the Initiating State or the Responding State

- ✓ **Do the CP and NCP in your state match the CP and NCP in the other state's case?**
 - **Does your state system allow for multiple NCPs and/or CPs on one case?**
- ✓ **Might the missing person be a putative father (PF) in your case against whom paternity was not established?**
 - **Is there a difference because one state maintains multiple PFs?**
- ✓ **Does the missing person mean that the ICR match routine might not have identified the correct case in the other state?**
- ✓ **Is there information you need to provide to the other state to assist them in working this case more effectively?**
- ✓ **Is the missing person important to order establishment or modification?**
- ✓ **Is the missing person important to enforcement of your case?**

11.5 Hot Tips for Reconciling Reason Code 06



If you are the Initiating State, prioritize actions you ask the other state to take for the participant missing on their case. If a court order is in effect, and only arrears are being collected, the fact that there is a missing individual in the other state's case may be less important than if you asked the other state to establish paternity, support, or medical support.

The next section addresses Reason Code 03, which occurs when the county code you have for the other state does not agree with the county code submitted for the corresponding interstate case by the other state.

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SECTION 12.0

INCORRECT COUNTY CODE FOR THE OTHER STATE REASON CODE 03

The county code you have for the child support office working your interstate case in the other state is not the same as the county code reported by the other state. This section explains Reason Code 03 and suggests ways to reconcile the county code discrepancy.

12.1 What Reason Code 03 Means

Reason Code 03 means that a matching interstate case was found in the other state's ICR file, but the county code you show for the office working the case in the other state does not agree with the county code provided by the other state. The county code is referred to as the county FIPS code in the ICR results file.

When Reason Code 03 is received, the FIPS code provided by the other state is returned in the ICR results file. The returned FIPS code is five digits (e.g., 04015). The first two digits reference the state FIPS code (e.g., 04, which represents Arizona). The next three digits reference the county code (e.g., 015). In addition, a FIPS code verification indicator is returned. This indicator tells you whether the FIPS code provided by the other state is valid, when compared to the standard FIPS codes established by the National Institute of Standards and Technology (NIST).

If you are using the Interstate Reconciliation Report (IRR), the FIPS code provided by the other state displays in the Case Identifier section of the IRR. A FIPS Code verification indicator also displays in the Case Identifier section of the IRR as Vld Ind.

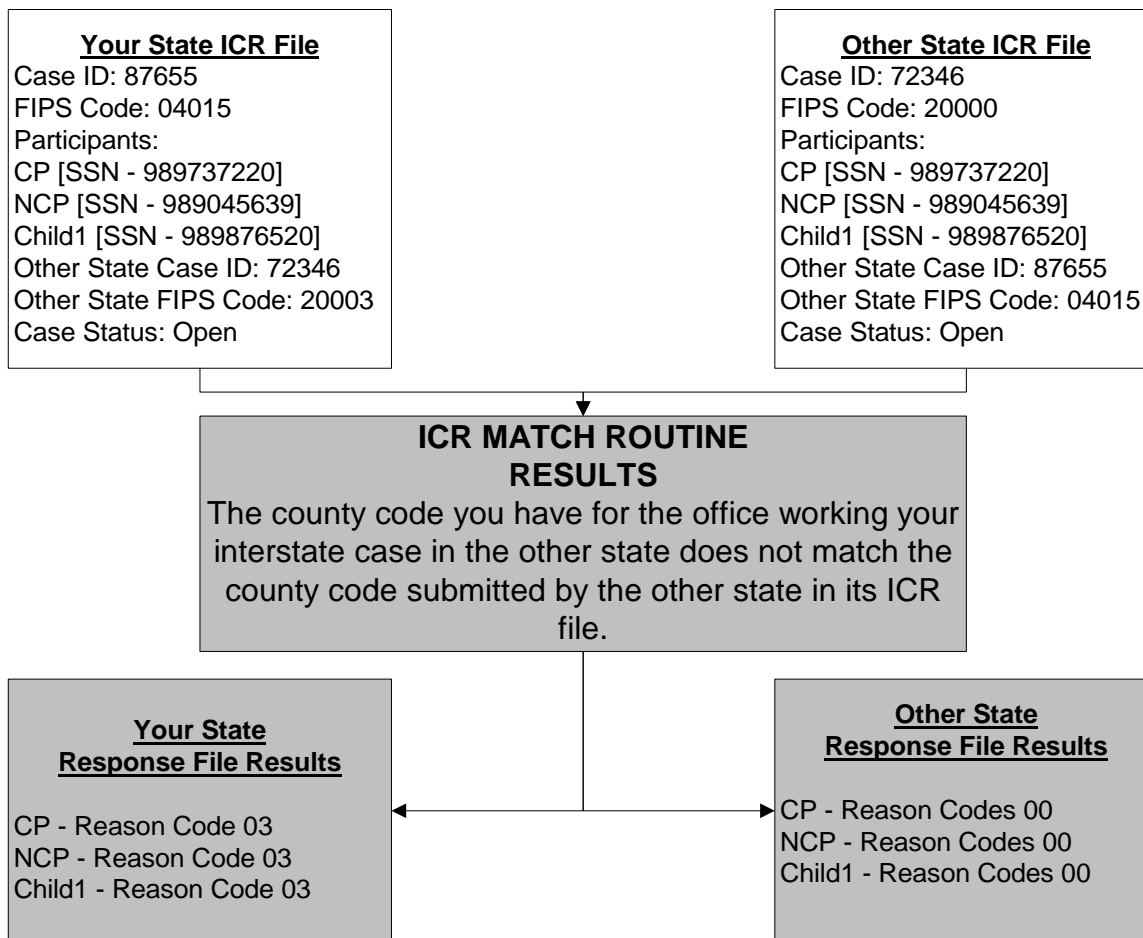
12.2 Reason Code 03 Example

Figure 12-1 shows how the ICR matching process identifies a Reason Code 03 and what is returned in your state ICR results file. At the top, critical ICR data submitted by your state and the other state are displayed in the **Your State ICR File** and the **Other State ICR File** boxes, respectively. The example then displays the results of the ICR match routine's processing of these data in the **ICR Match Routine Results** box. At the bottom the ICR Reason Codes sent back to your state and to the other state for each participant are displayed in the **Your State Response File Results** and the **Other State Response File Results** boxes.

You may receive Reason Code 03 if you have recorded a county code for a specific office in another state from previous communications with that office, but the state has decided that all inquiries or requests should be directed to its Central Registry. In these instances, you may receive a "corrected" county code of '000,' which is assigned to a Central Registry. Whether you should overlay a county code you already are using for an automated means of

communication (e.g., CSENet) is a matter you will want to take under advisement within your state and, possibly, in discussion with the other state.

**Figure 12-1
Reason Code 03 Example**



In this example, the county code you have for the office working your case in the other state is different than what the other state reported to the ICR. You think the county code should be '003' for State '20,' but State '20' reported the county code as '000.' State '20' probably has decided that all inquiries or requests that come out of the ICR should be directed to its Central Registry (county code '000').

In other examples, you may receive Reason Code 03 on an ICR results record with other Reason Codes, including Reason Code 02, which provides a corrected case ID, and Reason Code 04 or 05, which inform you of an interstate case status discrepancy between your state and the other state. Reason Code 02 should be reconciled before reconciling the county code error or any

other Reason Code. Remember, it is always more important to establish the correct other state case ID first.

12.3 What to Automate in Reconciling Reason Code 03

Automatic updates of the county codes for other states are not recommended. County code discrepancies, because of ongoing problems with county FIPS codes, should be addressed as a lesser priority. Automation may be used to:

- Sort cases with county codes returned as '000'. Review how they should be reconciled.
- Identify cases in your state's system where no county code is recorded for the other state. The county code obtained on the ICR results file may help you work the case in the other state.

12.4 Decision Making for Reason Code 03 When Your State is Either the Initiating or Responding State

Whether your state is the Initiating or Responding State, consider these points to help you determine the most effective action to take on your interstate case.

Reason Code 03: Points to Consider When Your State is the Initiating State or the Responding State

- ✓ **Was the county code you received from the other state '000'? Did you receive the '000' county code on all cases, or only for some of the cases you have in common with this other state?**
- ✓ **Does your case contain a county code for the other state that is a number other than '000'?**
 - Have you ever sent paper documents to that office?
 - Have you ever received paper documents from that office?
- ✓ **Does your state system maintain an automated listing of FIPS codes that contains the appropriate agency name and address for all county/regional offices in all other states?**
 - Does your state system contain an agency name and address for the county code of '000' for the other state?
 - What county code does your state's FIPS code listing show for the Central Registry in the other state?
 - What county/regional name and address does your state's FIPS code listing show for the other state's FIPS codes shown on your case?
- ✓ **If a different FIPS code was received on the ICR results file, was the FIPS code verification indicator set to 'Yes' for that new FIPS code?**

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SECTION 13.0

INTERSTATE RECONCILIATION REPORT

The ICR program matches your state's ICR file against ICR files from all other states, and returns the ICR results file to you. You may also request a print program to convert your ICR results file into a printout version, called an Interstate Reconciliation Report (IRR). To make the request, please contact the ICR coordinator in your state, and ask them to request the IRR from their ICR state liaisons.

The IRR is a valuable tool for workers in your state. This section provides a sample IRR and describes its components.

13.1 IRR Description

OCSE will provide your state a print program to generate the IRR. The IRR formats your state's ICR results file data into a printout.

The IRR is written in COBOL. Even if a state does not use COBOL, it can use this source code as a guide to developing its own print program. The source code and sample job control language (JCL) can be sent as a text file, as an email attachment, to any state that requests it.

If you have chosen to reconcile all your cases manually, this print capability should be especially useful to you. It also is helpful to states writing automated programs for some of the matching functions, as certain cases may not meet the state's own criteria for automated processing and need to be worked manually.

Information received on the ICR results file is person-based and is formatted with one record per case participant. Data on the IRR display at the case level and summarizes the information on all participants in the case.

Figure 13-1 on the following page shows a partial IRR printout; with Reason Codes 02 and 05 returned. Figure 13-2, located at the end of Section 13.0, is a more comprehensive sample of the IRR, and shows another example of Reason Codes returned in an IRR.

For each case there are five sections of data displayed on the report that convey information as to the:

- Case ID and FIPS Code,
- Reason Code,
- Participant,
- Participant Matching, and
- Contact.

Figure 13-1
ICR Interstate Reconciliation Report

INTERSTATE RECONCILIATION REPORT							
FIPS CODE: 42/043 OTHER STATE: 02 - ALASKA							
	CASE-ID	I/R	CASE STATUS	OTHER STATES CASE-ID	OTHER ST. FIPS CODE	VLD IND	FCR SUPPLIED
YOUR STATE:	102030405	R	C		02000	Y	
CORRECT:				405060708	02000	Y	N
REASON CODE: 02 CASE-ID DID NOT MATCH, NEW CASE-ID PROVIDED 05 YOUR CLOSED CASE IS OPEN IN THE OTHER STATE							
PARTICIPANTS:							
	SSN	MEMBER-ID	PART TYPE	NAME			
2 -	202020202	5656565656	PF	DOE			NATE
1 -	404040404	6767676767	CH	PUBLIC			ALIL
	919191919	7878787878	CH	PUBLIC			PAMELA
	818181818	8989898989	CP	PUBLIC			BARBARA
1 - PARTICIPANT(S) FLAGGED WERE NOT FOUND IN THE THE OTHER STATES CASE							
2 - PARTICIPANT WAS SUBMITTED WITHOUT AN SSN THE OTHER STATES SSN IS SUPPLIED							
	SUBMITTING STATE	OTHER STATE	MATCHED	CP MATCH IND	NCP MATCH IND		
ADULTS:	2	2	2	Y	Y		
CHILDREN:	2	2	1				
CONTACT: JULIE DOE PHONE: 907-555-5555 E-MAIL: ICR-INIT@DORREVENUERS.STATE.AK.US							

Each of these IRR sections is explained below.

13.2 Case ID and FIPS Code Information

For each case, the IRR displays your state case ID, the other state case ID, and the FIPS codes for each interstate case. The first two digits of the FIPS code comprise the state code; the next three digits comprise the county code.

	CASE-ID	I/R	CASE STATUS	OTHER STATE CASE-ID	OTHER ST. FIPS CODE	VLD IND	FCR SUPPLIED
YOUR STATE:	102030405	R	C		02000	Y	
CORRECT:				405060708	02000	Y	N

The **Your State** line displays the information taken from your state's ICR file. Fields show your state's **Case-ID**; the **I/R** indicator, which shows whether your state is the Initiating or Responding State; the **Case Status** indicator, which shows whether the interstate case is open (O) or closed (C) in your state; the **Other State Case-ID** for the other state; the **Other St. FIPS Code**, which represents where your state thinks the interstate case is being worked in the other state; and, **Vld Ind** to show whether that FIPS Code is valid.

The **Correct** line displays the information obtained from the other state, either through a match with the other state's ICR file; or from its FCR data, if a state did not submit an extract file of its interstate cases to the ICR. The case ID in the other state is displayed beneath the number provided by your state. The FIPS Code that the other state has provided for the case displays beneath the FIPS Code provided by your state.

The FIPS Code validation indicator shows whether the FIPS Code provided by the other state is valid.

On the right side of this second line the **FCR Supplied** indicator shows whether the information was obtained from a match with the FCR.

13.3 Reason Code Information

The Reason Codes display in the IRR as follows:

- REASON CODE: 00 ALL INFORMATION MATCHES CORRECTLY
- REASON CODE: 01 CASE COULD NOT BE FOUND USING EITHER CASE-ID OR SSNS
- REASON CODE: 02 CASE-ID DID NOT MATCH, NEW CASE-ID PROVIDED
- REASON CODE: 03 POSITIONS 3-5 OF THE FIPS CODE DID NOT MATCH
- REASON CODE: 04 YOUR OPEN CASE IS CLOSED IN THE OTHER STATE
- REASON CODE: 05 YOUR CLOSED CASE IS OPEN IN THE OTHER STATE

All appropriate Reason Codes and descriptions received for an interstate case (except for Reason Code 06) display on the IRR. Information on a participant in your state, who does not exist in the other state's case, is shown separately (refer to section 13.4 below).

Note: There is no Reason Code to tell you when both your case and the other state's case are closed, or when your case is closed and no matching case was found in the other state. If either situation occurs, your case is not returned in your ICR results file. The number of cases sent in your ICR file may be greater than the number of cases received in your ICR results file.

13.4 Participant Information

All case participants listed on your state's ICR file are displayed in the **Participants** section of the IRR. There is one line for each case participant, with each participant's **SSN**, **Member-ID**, **Part(icipant) Type** (**CP**, **NP**, **PF**, or **CH**), and **Name**.

PARTICIPANTS:		SSN	MEMBER-ID	PART TYPE	NAME	
		-----	-----	----	-----	-----
2	-	202020202	5656565656	PF	DOE	NATE
1	-	404040404	6767676767	CH	PUBLIC	ALI L
		919191919	7878787878	CH	PUBLIC	PAMELA
		818181818	8989898989	CP	PUBLIC	BARBARA
1 - PARTICIPANT(S) FLAGGED WERE NOT FOUND IN THE THE OTHER STATES CASE						
2 - PARTICIPANT WAS SUBMITTED WITHOUT AN SSN THE OTHER STATES SSN IS SUPPLIED						

Preceding certain lines of participant data is a ‘1’ or a ‘2’ (as seen in the example above):

- If a participant in your case cannot be found in the other state’s case, a message line displays below the participant list stating, **“1- Participant(s) flagged were not found in the other case.”** A ‘1’ in front of that person’s line of data identifies the specific individual who could not be found.
- If **“2 – Participant was submitted without an SSN the other state SSN is supplied”** precedes a participant’s data, it means that while your state did not submit an SSN for that participant, a case ID match was made with the other state, a name match occurred, and the SSN displayed for your participant came from the other state.

13.5 Participant Matching and CP/NP Indicators

Information on the number of matching individuals between your case and the other state’s case also is displayed on the IRR.

SUBMITTING	OTHER	STATE	STATE	MATCHED	CP MATCH IND	NCP MATCH IND
		-----	-----	-----	-----	-----
ADULTS:		2	2	2	Y	Y
CHILDREN:		2	2	1		

This matching is attempted by first matching on SSNs. If the SSN is missing on either state’s file, the matching routine compares the first 6 letters of the individual’s last name and first 4 letters of the individual’s first name to determine if there is a match. If either criterion is met, the participants are considered “matched” and will appear in the **Matched** column as shown above.



Check if the mismatched participant is an adult or a child in the case. If one of the adults in the case does not match to one of the adults in the other state’s case, the cases may not be the same (e.g., there may be two cases – one with a mother as CP and the other with another relative as CP). Proactive FCR responses could be checked, an FCR Query could be requested, or a CSENet CSI transaction could be sent to learn more about the case in the other state.

On the IRR, if your state has a larger number of case participants than the other state, a ‘1’ appears by the person who is not on the other state’s file. Additionally, you will receive data such as:

	SUBMITTING	OTHER	MATCHED	CP MATCH IND	NCP MATCH IND
	STATE	STATE			
	-----	-----	-----	-----	-----
ADULTS:	2	2	2	Y	Y
CHILDREN:	3	2	2		

If your state has the smaller number of case participants, an example of what you might see is:

	SUBMITTING STATE	OTHER STATE	MATCHED	CP MATCH IND	NCP MATCH IND
ADULTS:	2	2	2	Y	Y
CHILDREN:	2	3	2		



The state for which the ICR identified a participant as missing in the other state's case should consider taking the lead on resolving this discrepancy. A missing child may have become emancipated; and, consequently, may no longer be considered active in the interstate case. A non-matched adult may be a PF who is one of multiple PFs in one state's case, whereas in the other state a separate case is established for each PF.



Resolving issues related to a discrepancy in the number of matched case participants should be considered a lower priority than reconciling the other state's case ID.

A CP indicator shows whether the CP on your case matches the CP on the other state's case, and an NP Indicator shows whether the NCP on your case matches the NCP on the other state's case. The **CP Match Ind** and **NP Match Ind** columns display to the right of the participant number matches. A 'Y' shows that the ICR match found the CP or NCP participant type to be the same in both your state and the other state. An 'N' shows a discrepancy.

13.6 Contact Information

The IRR displays information for contacting the other state for issues related to possible cases in common.

CONTACT:	JULIE DOE
PHONE:	907-555-5555
E-MAIL:	ICR-INIT@DORREVENUERS.STATE.AK.US

Some states prefer that other states send their case matching inquiries to a single individual in the Central Registry. Other states provide contact information for a specific caseworker assigned to an interstate case, while other states provide a single phone number or email address to receive all inquiries coming into their states.

13.7 Printing the IRR

States have the ability to customize the source code provided by OCSE for the IRR to meet their own needs.

When printing the IRR, it is suggested that the entire report not be printed at one time due to its length. It may be preferable to print out the matching information received from one state, or all cases with a specific Reason Code, so your workload is sorted to your specific needs.

The following are suggestions for printing and customizing the IRR for your state:

- If printing individual reports based upon specific Reason Codes, remember that a case may display on multiple reports.
- If your state is automatically updating other state's case IDs based upon receipt of Reason Code 02, look to see if a second Reason Code also was provided. If not, and if the number of case participants matches between your state and the other state, you may wish to suppress the printing of case information for this case. This can shorten the length of the printed report, as cases where no additional action is needed probably do not need to appear on any printed report.

Other suggestions for your consideration are:

- Add additional data elements to the report to display information received on the ICR results file, but not currently shown on the report. For example, if your state is planning manual reconciliation at the caseworker level, you could include assigned caseworker information. This necessitates that your state had provided case contact names on the file of interstate cases submitted to the ICR.
- Add a sort by Reason Code, to enable the state to reconcile certain Reason Codes before reconciling others.
- Add a sort to identify participants whose SSN is missing in your state, but is known in the other state (as provided on the ICR results file).
- Do not print the IRR on behalf of any state that did not participate in the ICR and for whom FCR-derived matching could not be done.

13.8 IRR Sample Format

Figure 13-2 displays a sample of the ICR IRR. It shows how Reason Codes 01 and 02 are displayed to you on the IRR. This sample provides you with a more complete picture of how Reason Codes are returned than the breakouts of the report provided in preceding subsections.

Figure 13-2
ICR Interstate Reconciliation Report

INTERSTATE RECONCILIATION REPORT							
FIPS CODE: 42/043							
OTHER STATE: 02 - ALASKA							
	CASE-ID	I/R	CASE STATUS	OTHER STATE CASE-ID	OTHER ST. FIPS CODE	VLD IND	FCR SUPPLIED
YOUR STATE: CORRECT:	001234567	I	0		02000	Y	N
REASON CODE:	01 - CASE COULD NOT BE FOUND USING EITHER CASE-ID OR SSNS						
PARTICIPANTS:	SSN	MEMBER-ID	PART TYPE	NAME			
	123456789	1234567890	CH	DOE	MARIAH		NI COLE
	987654321	0987654321	NP	PUBLIC	ANITA		
	999999999	2345678901	CP	PUBLIC	SCOTT		
	SUBMITTING STATE	OTHER STATE	MATCHED	CP MATCH IND	NCP MATCH IND		
ADULTS:	2	0	0	N	N		
CHILDREN:	1	0	0				

INTERSTATE RECONCILIATION REPORT							
FIPS CODE: 42/079							
OTHER STATE: 02 - ALASKA							
	CASE-ID	I/R	CASE STATUS	OTHER STATE CASE-ID	OTHER ST. FIPS CODE	VLD IND	FCR SUPPLIED
YOUR STATE: CORRECT:	069002161	I	0	001014213	02000 02000	Y Y	N
REASON CODE:	02 CASE-ID DID NOT MATCH, NEW CASE-ID PROVIDED						
PARTICIPANTS:	SSN	MEMBER-ID	PART TYPE	NAME			
	999999999	5544332211	CP	DOE	DONNA		
	888888888	8877665544	NP	DOE	DONALD		B
	777777777	9988776655	CH	DOE	REESE		
	666666666	1122334455	CH	DOE	KYLE		
	555555555	3344556677	CH	DOE	BRANDON		
	SUBMITTING STATE	OTHER STATE	MATCHED	CP MATCH IND	NCP MATCH IND		
ADULTS:	2	2	2	Y	Y		
CHILDREN:	3	3	3				
CONTACT:	JANE PUBLIC						
PHONE:	907-555-4444						
E-MAIL:	ICR-RESP@DORREVENUERS.STATE.AK.US						

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SECTION 14.0

MANAGEMENT INFORMATION REPORTS

This section describes and provides examples of three Management Information (MI) reports sent to your state to assist you in your reconciliation efforts.

14.1 What MI Reports are Available

Three MI reports are provided with your state's ICR file. These reports provide information regarding number of errors (broken out by Reason Code) that your state has with all other states participating in the ICR. It is suggested that these reports be printed and used for making decisions on how to sequence reconciliation activities.

The MI Reports help you determine which states' caseloads already are reconciled the best, and which states' caseloads require the most work. The MI Reports can help you determine where your state will get the biggest benefit from your reconciliation efforts.



Use the MI Reports to prioritize reconciling with other states. Possible priority considerations:

- Neighboring states with which you share the largest caseloads,
- States with which you want to implement CSENet to enhance interstate communication, or
- States to which you want to transmit EFT/EDI to save money through electronic payment processing.

The ICR reports available for your use are:

- MI Report 1 – Match Results Report
- MI Report 2 – Open/Closed Discrepancies by Initiating/Responding Indicator
- MI Report 3 – Cases Not Found by Initiating/Responding Indicator.

Each of these reports is addressed in detail with an example of the report, in the following subsections.

14.2 MI Report 1 - Match Results Report

The Match Results Report provides your state's matching statistics with each of the other states participating in the ICR program. It also provides nationwide totals.

An example of the Match Results Report is shown in Figure 14-1. Your state is identified at the top of the report.

Columns of data on the Match Results Report include:

- **ST.** This column lists the states in alphabetical order by state code (e.g., AL for Alabama). Totals are provided for each of the states with which your ICR extract file was matched. The last entry in this column is “**Tot**” for the total of your matched results with all participating states.
- **Number of Cases Processed.** This column shows the number of your cases processed through the ICR match program. This total **excludes** any duplicate records submitted in your extract file, and it **excludes** any cases “dropped” because the case was closed in both your state and the other state, or no matching case could be found in the other state for a closed case in your state. This total reflects your ICR workload in that you and/or the other state consider an interstate case to be open. The Number of Cases Processed is determined as follows:

$$\begin{array}{r} \text{Number of Cases Matched} \\ + \text{No Match} \\ + \text{Corrected Case IDs} \\ \hline \text{Number of Cases Processed} \end{array}$$

- **Number of Cases Matched.** This column shows the number of cases matched **by case ID**. This means that the Other State Case ID you submitted was correct. The higher this total, the better. You should already be communicating with the other state because you have the correct case ID for that state.
- **Exact Matches.** This column is a subset of the Number of Cases Matched (by case ID) column. It shows how many cases sent by your state were “exact” matches (i.e., matches of the case ID, the [open/closed] case status, and the FIPS Code with a case in the other state).
- **No Match.** This column shows the number of your cases processed for which no matching case could be found in the other state’s ICR extract file by either the Other State Case ID you submitted **or** a child-in-common’s SSN.
- **Corrected Case IDs.** This column shows the number of cases that could not be matched by case ID, but did match based on a child-in-common’s SSN. The ICR was able to provide you with a corrected case ID for the other state. These are the cases on which, whenever possible, automatic updates should be made to your state system so that communication may be opened up between your state and the other state.
- **Corrected FIPS Code.** This column shows the number of cases in which the county code you have for the child support office working your case in the other state did not

match the county code identified by the other state. The FIPS code identified by the other state is provided in your ICR results file.

- **Open Cases/Closed in Other State.** This column shows the number of cases in which the interstate status for a case submitted by your state was open, but the ICR match process found that case status is closed in the other state.
- **Closed Cases/Open in Other State.** This column shows the number of cases in which the interstate status for a case submitted by your state was closed, but the ICR match process found that case status is open in the other state.
- **Participants Not Found.** This column provides the number of your participants that could not be found by the ICR process in matching interstate cases in the other state.
- **Closed Cases Dropped.** At the bottom of the Match Results Report is a line that refers to the number of cases that were “dropped” from the Number of Cases Processed. These are cases that were either:
 - Closed in your state and closed in the other state, or
 - Closed in your state and not found in the other state.



The following seven columns in the Match Results Report correspond to the seven ICR Reason Codes:

Reason Code 00 - Exact Matches

Reason Code 01 - No Match

Reason Code 02 - Corrected Case IDs

Reason Code 03 - Corrected FIPS Code

Reason Code 04 - Open Cases Closed in Other State

Reason Code 05 - Closed Cases Open in Other State

Reason Code 06 - Participants Not Found

Each column provides totals by each state that participated in the National ICR. The columns for Reason Codes 00 through 05 show the number of interstate cases receiving these Reason Codes. Note that it is possible for more than one Reason Code to be returned on a single case. Reason Code 06 shows the number of participants receiving this Reason Code.

Figure 14-1
MI Report 1 - Match Results Report

1 YOUR STATE									
ST.	NUMBER OF CASES PROCESSED	OF CASES MATCHED	EXACT MATCHES	NO MATCH	CORRECTED CASE IDS	CORRECTED FIPS CODE	OPEN CASES CLOSED IN OTHER STATE	CLOSED CASES OPEN IN OTHER STATE	PARTICIPANTS NOT FOUND
AK	105	59	3	16	30	80	13	22	16
AZ	284	2	1	280	2	1	0	2	1
AR	287	86	0	85	116	201	1	14	29
CA	1,046	44	36	514	488	117	47	39	106
CO	281	61	40	33	187	70	19	42	40
CT	112	1	0	29	82	17	22	9	8
DE	49	20	17	20	9	6	0	1	5
DC	26	0	0	26	0	0	0	0	0
FL	2,645	918	786	582	1,145	485	416	110	261
GA	1,507	318	5	852	337	566	7	82	104
.									
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VA	953	350	227	142	461	320	99	77	108
WA	406	1	0	130	275	241	0	6	24
WV	695	216	139	125	354	178	56	86	56
WI	290	1	1	72	217	30	20	31	30
WY	59	0	0	14	45	6	4	3	2
GU	5	0	0	5	0	0	0	0	0
PR	20	0	0	7	13	2	0	4	0
VI	1	0	0	1	0	0	0	0	0
TOT	29,895	4,807	2,501	15,290	9,798	7,421	1,471	1,582	2,141
CLOSED CASES DROPPED: 8,004									

SAMPLE

14.3 MI Report 2 - Open/Closed Discrepancies by Initiating/Responding Indicator

MI Report 2 provides detailed information on interstate cases receiving Reason Codes 04 and 05. This report shows whether your state is the Initiating or Responding State for both Reason Codes.

The three columns of data under the heading **Closed Cases Open in Other State** provide a breakdown for Reason Code 05 as to:

- Initiating (State)
- Responding (State)
- Unknown.

The three columns under **Open Cases Closed in Other State** provide a breakdown of Reason Code 04 as to:

- Initiating (State)
- Responding (State)
- Unknown.

Figure 14-2
MI Report 2 - Open/Closed Discrepancies by Initiating/Responding Indicator

1 YOUR STATE	CLOSED CASES OPEN IN OTHER STATE			OPEN CASES CLOSED IN OTHER STATE		
	INITIATING -----	RESPONDING -----	UNKNOWN -----	INITIATING -----	RESPONDING -----	UNKNOWN -----
AK	4	1	0	4	28	0
AZ	0	3	0	1	0	0
AR	0	0	0	13	5	0
CA	91	26	0	41	64	0
CO	8	40	0	65	54	0
CT	28	77	0	3	17	0
DE	0	0	0	1	6	0
DC	0	0	0	0	0	0
FL	671	219	0	45	175	0
GA	16	3	0	69	58	0
HI	5	2	0	6	8	0
ID	5	9	0	1	11	0
IL	0	0	0	0	0	0
IN	96	8	0	38	26	0
IA	0	0	0	0	0	0
KS	0	0	0	0	0	0
KY	183	57	0	62	191	0
LA	9	0	0	2	8	0
ME	1	3	0	7	5	0
MD	26	181	0	5	1	0
MA	4	2	0	10	8	0
MN	28	39	0	8	15	0
MS	14	13	0	10	28	0
MO	8	4	0	0	SAMPLE	0
MT	0	0	0	0		0
NE	17	4	0	13		0
NV	239	125	0	5		16
NH	5	1	0	2		9
NJ	35	0	0	11		0
NM	0	0	0	21		6
NY	51	25	0	36		50
NC	0	0	0	0		0
ND	2	7	0	0		2
OH	0	0	0	0		0
OK	45	31	0	20		11
OR	14	7	0	7		19
PA	110	177	0	78		305
RI	1	2	0	2		5
SC	0	1	0	0		1
SD	7	11	0	0		1
TX	20	0	0	52		52
UT	15	21	0	0		19
VT	2	2	0	3		4
VA	77	71	0	25		89
WA	0	0	0	6		24
WV	116	60	0	141		211
WI	23	23	0	16		28
WY	2	1	0	1		3
GU	0	0	0	0		0
PR	9	2	0	11		11
VI	0	0	0	0		0
1 OHIO						
	INITIATING -----	RESPONDING -----	UNKNOWN -----	INITIATING -----	RESPONDING -----	UNKNOWN -----
TOT	2, 110	1, 362	0	1, 131	1, 935	0

14.4 MI Report 3 - Cases Not Found by Initiating/Responding Indicator

MI Report 3 provides additional information on the cases where your state has received Reason Code 01. This report divides the interstate cases that received a Reason Code 01 between those where your state is the Initiating State and those cases where your state is the Responding State.

Figure 14-3
MI Report 3 - Cases Not Found by Initiating/Responding Indicator

1 YOUR STATE	CASES NOT FOUND		
	INITIATING	RESPONDING	UNKNOWN
	-----	-----	-----
AK	23	8	0
AZ	798	288	0
AR	182	48	0
CA	946	680	0
CO	128	46	0
CT	44	26	0
DE	32	16	0
DC	59	24	0
FL	1,608	350	0
GA	1,063	846	0
HI	12	3	0
ID	8	3	0
IL	1,296	339	0
IN	937	835	0
IA	156	284	0
KS	186	218	0
KY	1,152	1,135	0
LA	332	220	0
ME	17	38	0
MD	274	215	0
MA	127	72	0
MN	48	13	0
MS	127	184	0
MO	491	366	0
MT	79	68	0
NE	20	22	0
NV	163	64	0
NH	33	1	0
NJ	148	393	0
NM	44	5	0
NY	443	234	0
NC	1,098	812	0
ND	2	7	0
OH	9	1	0
OK	105	19	0
OR	53	32	0
PA	434	314	0
RI	9	6	0
SC	707	416	0
SD	6	2	0
TX	570	211	0
UT	12	7	0
VT	7	4	0
VA	239	109	0
WA	147	138	0
WV	398	181	0
WI	92	65	0
WY	20	18	0
GU	9	4	0
PR	111	27	0
VI	10	7	0
1 YOUR STATE			
	CASES NOT FOUND		
	INITIATING	RESPONDING	UNKNOWN
	-----	-----	-----
TOT	16,735	10,120	0

SAMPLE

APPENDIX A

ICR RECONCILIATION MATCHING RESULTS FILE RECORD FORMAT

The following matrix contains the file record layout for the results of the ICR matching process.

Field Name	Pos.	Len.	A/N	Comments
Case ID	1-15	15	A/N	Your state's Case ID
Initiating/Responding Indicator	16	1	A/N	Your state's I/R Indicator I – Initiating R – Responding
FIPS Code	17-21	5	A/N	Your state and county FIPS Code
FIPS Code Positions 6-7	22-23	2	A/N	Positions 6-7 of the FIPS Code for states that use them (if they are not used, the positions will be blank)
SSN	24-32	9	A/N	Your state's SSN
Member ID	33-47	15	A/N	Your state's Member ID
Participant Type	48-49	2	A/N	Your state's Participant Type: NP – Noncustodial Parent CP – Custodial Party PF – Putative Father CH – Child
Case Status	50	1	A/N	Your state's Case Status: O – Open C – Closed
Last Name	51-80	30	A/N	Your state's participant Last Name
First Name	81-96	16	A/N	Your state's participant First Name
Middle Name	97-112	16	A/N	Your state's participant Middle Name
Date of Birth	113-120	8	A/N	Your state's participant Date of Birth in CCYYMMDD format
Sex	121	1	A/N	Your state's participant Sex Code: M – Male F – Female O – Other
Other State Case ID	122-136	15	A/N	The Other State Case ID stored on your state's system
Filler	137	1	A/N	Future use
Other State FIPS Code	138-144	7	A/N	The FIPS Code for the other state's case stored on your state's system
Filler	145-159	15	A/N	Future use
Filler	160-161	2	A/N	Future use
Contact Name	162-201	40	A/N	The contact name or worker ID for the person assigned to this case in your state

Field Name	Pos.	Len.	A/N	Comments
Contact Phone Number	202-211	10	A/N	The phone number for the contact or caseworker assigned to this case in your state
Contact E-Mail	212-241	30	A/N	The e-mail address for the contact or caseworker assigned to this case in your state
FCR-Supplied Indicator	242	1	A/N	Indicates that the other state did not participate in the ICR and the FCR was used to provide the information in this record: Y – FCR record match, State not participating in ICR N – Extract record match, State participating in ICR
1st Reason Code	243-244	2	A/N	First code for explanation of the match results
2nd Reason Code	245-246	2	A/N	Second code for explanation of the match results
3rd Reason Code	247-248	2	A/N	Third code for explanation of the match results
4th Reason Code	249-250	2	A/N	Fourth code for explanation of the match results
5th Reason Code	251-252	2	A/N	Fifth code for explanation of the match results
6th Reason Code	253-254	2	A/N	Sixth code for explanation of the match results
7 th Reason Code	255-256	2	A/N	Future use. This field will not be used for the initial case-based ICR
8 th Reason Code	257-258	2	A/N	Future use. This field will not be used for the initial case-based ICR
9 th Reason Code	259-260	2	A/N	Future use. This field will not be used for the initial case-based ICR
10 th Reason Code	261-262	2	A/N	Future use. This field will not be used for the initial case-based ICR
11 th Reason Code	263-264	2	A/N	Future use. This field will not be used for the initial case-based ICR
12 th Reason Code	265-266	2	A/N	Future use. This field will not be used for the initial case-based ICR
Case ID (from Other State)	267-281	15	A/N	This field contains the case ID from the other state
FIPS Code (from Other State)	282-288	7	A/N	This field contains the FIPS Code from the other state
SSN (from Other State)	289-297	9	A/N	This field contains the SSN for this participant from the other state
Member ID (from Other State)	298-312	15	A/N	Future use. This field will not be used for the initial case-based ICR
Participant Type (from Other State)	313-314	2	A/N	Future use. This field will not be used for the initial case-based ICR

Field Name	Pos.	Len.	A/N	Comments
Last Name (from Other State)	315-344	30	A/N	Future use. This field will not be used for the initial case-based ICR
First Name (from Other State)	345-360	16	A/N	Future use. This field will not be used for the initial case-based ICR
Middle Name (from Other State)	361-376	16	A/N	Future use. This field will not be used for the initial case-based ICR
Date of Birth (from Other State)	377-384	8	A/N	Future use. This field will not be used for the initial case-based ICR
Sex (from Other State)	385	1	A/N	Future use. This field will not be used for the initial case-based ICR
Number of Adults From Your State	386-387	2	N	This field contains the number of participants in your state's case that have a participant type of NP, CP or PF
Number of Adults From Other State	388-389	2	N	This field contains the number of participants in the other state's case that have a participant type of NP, CP or PF
Number of Adults Matched	390-391	2	N	This field contains the number of participants that matched and have a participant type of NP, CP or PF
Number of Children from Your State	392-393	2	N	This field contains the number of participants in your state's case that have a participant type of CH
Number of Children from Other State	394-395	2	N	This field contains the number of participants in the other state's case that have a participant type of CH
Number of Children Matched	396-397	2	N	This field contains the number of participants that matched and have a participant type of CH
Other State Contact Name	398-437	40	A/N	This field contains the contact name or worker ID for the person assigned to this case in the other state
Other State Contact Phone Number	438-447	10	A/N	This field contains the phone number for the contact or caseworker assigned to this case in the other state
Other State Contact E-Mail	448-477	30	A/N	This field contains the e-mail address for the contact or caseworker assigned to this case in the other state
Other State FIPS Code Verification Indicator	478	1	A/N	Verification indicator for the five-byte Other State FIPS Code that your state submitted Y – Your Other State FIPS Code is valid N – Your Other State FIPS Code is invalid

Field Name	Pos.	Len.	A/N	Comments
FIPS Code Verification Indicator (from Other State)	479	1	A/N	Verification indicator for the five-byte FIPS code submitted by the other state Y – The FIPS Code from the other state is valid N – The FIPS Code from the other state is invalid
CP Match Indicator	480	1	A/N	Match indicator for participant information (SSN and participant type match) on the CP. Y - The person was submitted as a CP on both cases, based on SSN match. N - The person was not submitted as a CP on both cases, based on SSN match.
NP Match Indicator	481	1	A/N	Match indicator for participant information (SSN and participant type match) on the NCP. Y - The person was submitted as an NCP on both cases, based on SSN match. N - The person was not submitted as an NCP on both cases, based on SSN match.
Filler	482-550	69	A/N	Future use

